

# **Missouri Circuit Court Clerk Workload Assessment Study, 2017**

## **Final Report**

March 2017

THE NATIONAL CENTER FOR STATE COURTS

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Court Consulting Division  
National Center for State Courts



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The authors wish to acknowledge the invaluable contributions of the Missouri Circuit Clerks who contributed to this weighted workload study.

Over the course of this study, we were fortunate to work with a distinguished Clerical Weighted Workload Work Group, which included experienced circuit court clerks, judges, a court administrator and a treatment court administrator from across the state, as well as OSCA staff.

We extend a special note of thanks to Anne Janku, Jacob Hopkins, Sherri Paschal and Becky Russell for their ongoing availability and behind-the-scenes assistance throughout this project.

## Clerical Weighted Workload Work Group

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**Michelle Chapman**, Circuit Clerk, Randolph County;

**Jeffrey Eisenbeis**, Court Administrator, Jackson County replaced by

**Angie Werkowitch**, Director, Criminal Records, Jackson County;

**Hon. Jack Goodman**, Presiding Judge, 39<sup>th</sup> Judicial Circuit;

**Melissa Holcomb**, Circuit Clerk, Jasper County;

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**Tom Kloeppinger**, Circuit Clerk, St. Louis City;

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## Executive Summary

### Introduction

Legislatures and the public increasingly call upon the courts and other government agencies to be more efficient – to “operate more like a business.” One of the challenges for courts in responding to this demand is determining the appropriate number of staff required to provide high quality services.

Since 2002, Missouri’s Circuit Court Budget Committee (CCBC) has relied on a data-driven weighted workload formula to establish the baseline needs for staffing Circuit Clerk offices. Previous weighted workload studies, conducted every three years, have relied on the use of samples of clerk staff on which to develop case weights (average case processing times) and weighted workload need models. The previous studies addressed new concerns and made further refinements as the needs arose, including adding case categories not previously studied, such as treatment courts, and activities, such as jury management.

The current study conducted by the NCSC included collection of three types of data: (1) actual work-time data recorded by clerical staff during a four-week study in all 114 counties and the city of St. Louis/45 judicial circuits; (2) a statewide survey of participating clerical staff requesting their assessment of the extent to which they have adequate time to perform their duties to their satisfaction; and (3) collection of qualitative feedback from focus group discussions with 12 to 15 clerk staff in 13 locations: 9 of these

sessions were conducted in person, 4 were conducted via telephone.

The new case weights reflect the average number of case-related minutes that clerk staff spend per year processing each of 23 different case categories; they are based upon work-time recorded by clerk staff in all 114 counties and the city of St. Louis/45 judicial circuits during the four-week study period. The case weights and other components of the weighted workload study were reviewed and approved by the CWWL Work Group.

The current study was more comprehensive than those previously conducted because:

- It included an extraordinarily high percentage (96.5%) of all clerk staff statewide, which substantially enhances the credibility and validity of the data collected;
- It included the use of a statewide survey of clerical staff to assess whether they have adequate time to achieve reasonable levels of quality in performance of their duties;;

NCSC consultants organized the project around the following primary tasks:

- 1. Development of the research design.** The CWWL Work Group, appointed by the Circuit Court Budget Committee (CCBC), met with the senior NCSC consultants in August 2016 to provide guidance on the new weighted workload assessment study. The CCBC selected members of the CWWL Work Group to ensure representation from different positions within the judicial branch, representation

across judicial circuits, representation from both rural and urban counties, and members with varying years of experience. The CWWL Work Group provided advice and comment on: the overall study design; the identification of case categories to be included in the weighted workload study; the methodology and content of the training sessions prior to the work-time study; the duration of the work-time study; and the approach, location, and composition of the focus groups. The CWWL Work Group also provided feedback and recommendations on key issues covered in the final report.

2. **Clerical work-time study.** More than 96% of all circuit clerk staff participated in the four-week study of clerical work-time conducted between October 24 and November 18, 2016.<sup>1</sup> Before the work-time study began, a senior NCSC consultant conducted 17 one-hour training webinars to provide instructions on how clerical staff should record their work-time. The NCSC also provided both written instructions and an on-line help link to participants who had questions about recording time, categorizing information, or identifying data entry errors that needed to be corrected. During the study, clerical staff kept records of all time spent on case-related and non-case-specific activities and entered their work-time data in the

NCSC's secure online data entry website. For those staff members who did not have access to the internet, an option to send data to the NCSC via facsimile was provided.

3. **Adequacy of Clerical Staff Time Survey.**

During the third week of the time study, approximately 40% of all clerical staff in Missouri completed this online questionnaire regarding the sufficiency of time available during the course of normal working hours to do their work. This survey revealed that most of Missouri's clerical staff indicated they "usually" have enough time to handle their daily tasks, however, this sentiment was refuted in many of the focus groups that were held.

4. **Thirteen clerical staff focus groups.** In January 2017, NCSC staff conducted focus group discussions with experienced clerical staff in nine locations across the state to review the project and discuss preliminary findings from the work-time study and Adequacy of Time Survey.<sup>2</sup> Four additional focus group sessions were conducted by OSCA staff via telephone to obtain feedback from clerical staff in smaller jurisdictions that were more difficult to attend in person.

5. **Analysis of data and preparation of preliminary case weights.** NCSC staff analyzed the data collected from the work-time study, Adequacy of Time

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<sup>1</sup> The participation rate includes only staff who work specifically for the Circuit Clerks. Additional "ancillary" staff contributed time to the work-time data as well. Ancillary staff were defined as any staff who occasionally engage in clerical work, but whose primary job is not clerical. Such positions as

secretaries, paralegals, and bailiffs contributed as ancillary staff.

<sup>2</sup> A total of 86 staff participated in the in-person focus groups, and an additional 8-12 staff participated in the telephone sessions.

Survey, and focus group discussions – then drafted reports, including tables and preliminary case weights for review and discussion by the CWWL Work Group.

**6. CWWL Work Group review, discussion, and decision-making.** The CWWL Work Group held two review meetings. At a meeting in January 2017, the work group reviewed and discussed preliminary findings from the work-time study, including preliminary case weights, and findings from the Adequacy of Time survey. After that meeting, NCSC staff conducted a more detailed analysis, including an additional survey of Circuit Clerks, and developed more detailed and complete tables showing findings from the work-time study and prepared for the focus group meetings in mid-January. At the third in-person meeting in February 2017, the CWWL Work Group reviewed the more detailed tables showing work-time data, and it reviewed the feedback from the focus group meetings. The CWWL Work Group made various decisions regarding the case weights for some case categories and discussed whether it should recommend qualitative adjustments to supplement the case weights derived solely from the work-time study. After considerable discussion, the CWWL Work Group made three adjustments to the case weights.

**7. Preparation of the Final Report.** Given the final decisions made by the CWWL Work Group during the February meeting, NCSC staff developed a draft report of findings for

review by the committee. In late March 2017, the CWWL Work Group met via conference call to discuss the NCSC’s proposed final report.

## Findings

The Final Report explains, in detail, each step in the research and data analysis process for this clerical staff workload assessment and the construction of the weighted workload formula. The weighted workload model is sufficiently flexible to allow the Missouri court system to determine the approximate need for clerical staff in each judicial circuit and county. Application of the new weighted workload model reveals that statewide the Missouri Circuit Clerks’ offices should have at least **1,722**<sup>3</sup> full-time equivalent (FTE) clerical staff to effectively handle the current workload. Statewide the Circuit Clerks’ offices currently have **1,747** allocated clerical staff positions.

## Recommendations

The NCSC makes the following recommendations

1. The CCBC should continue its policy to update the Circuit Clerk case weights every three years by conducting a statewide study of the work-time of clerk staff. This is the only way to ensure the case weights accurately reflect the nature and complexity of the workload and evolving practices and court technology across the state.

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<sup>3</sup> The FTE staff figures in this paragraph are rounded to the closest whole number (see Appendix G).



2. The CCBC should continue its policy of updating the weighted workload formula annually, using the most recent three-year average number of case filings for the 23 case categories.

## I. Introduction

Legislatures and the public increasingly call upon the courts and other government agencies to be more efficient – to “operate more like a business.” One of the challenges for courts in responding to this demand is determining the appropriate number of staff required to provide high quality services.

Since 2002, Missouri’s Circuit Court Budget Commit (CCBC) has relied on a data-driven weighted workload formula to establish the baseline needs for staffing Circuit Clerk offices. Previous weighted workload studies, conducted every three years, have relied on the use of samples of clerk staff on which to develop case weights (average case processing times) and weighted workload need models. The previous studies addressed new concerns and made further refinements as the needs arose, including adding case categories not previously studied, such as treatment courts, and activities, such as jury management.

The Office of State Courts Administrator (OSCA) has previously contracted for circuit court clerical weighted workload studies every three years, and this study continues with that tradition. Based on the successful response to the RFP issued in June 2016, OSCA contracted with the National Center for State Courts (NCSC) to perform an updated

weighted workload assessment of Circuit Clerk’s office staff, on behalf of the CCBC. The NCSC is nationally known for its expertise in developing weighted workload models for judicial officers, court staff, and staff in other justice system agencies throughout the U.S.<sup>4</sup> The CCBC appointed a Clerical Weighted Workload Work Group (hereafter, CWWL Work Group) to assist NCSC in the development of the research design and analysis and presentation of the findings in this report.

The current clerical workload assessment built and improved upon the previous studies in Missouri by maintaining most of the same data elements, but making minor refinements in the case categories for which case weights would be developed and the case-related activity types for which data would be collected. The current study was also more comprehensive by collecting data from all clerical staff in all 114 counties and the city of St. Louis. The NCSC also substantially streamlined the work-time data collection process and the training of participants prior to the start of the project. Specifically, the current study accomplished the following:

- Utilized a methodology that bases the development of case weights on all work recorded by *all* clerk staff, including ancillary staff, who occasionally assist with clerical work;

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<sup>4</sup> During the past ten years, the National Center for State Courts has conducted weighted workload studies for judges and/or clerks’ offices in the following states: Alabama, Georgia, Colorado, Delaware, Kansas, Indiana, Iowa, Louisiana, Maryland, Missouri, Michigan, Minnesota, Montana, Nebraska, Nevada, New Mexico,

North Dakota, Oregon, Pennsylvania, South Dakota, Tennessee, Texas, Vermont, Virginia, West Virginia and Wisconsin. The NCSC has also conducted weighted workload studies for use with probation, parole and local courts, and some projects are currently under way.

- Included participation from 96.5% of all clerical staff across the state;
- Included a four-week data collection period to ensure sufficient data to develop valid case weights;
- Accounted for clerical work in all phases of case processing;
- Accounted for non-case-related activities that are a normal part of clerical work; and
- Established a transparent and flexible model that can determine the need for clerical staff in each county and circuit.

This report provides a detailed discussion of the workload assessment methodology and results, and offers recommendations made by the CWWL Work Group and NCSC staff.

## II. Clerical Weighted Workload Work Group (CWWL Work Group)

The CWWL Work Group, appointed by the CCBC, functioned as a policy group to provide oversight and guidance throughout the workload assessment project. The CWWL Work Group included experienced circuit clerks, judges, an accounting clerk, a court administrator, a director of criminal records and a treatment court administrator from across the state, as well as OSCA staff. The CWWL Work Group refined the approach and the content of the assessment and resolved important issues affecting data collection, interpretation, and analysis. During three in-person meetings, the CWWL Work Group participated in the development of the workload assessment methodology and reviewed findings at each critical phase of the study and its completion.

One of the first responsibilities of the CWWL Work Group was to identify and define the parameters for which data would be collected during the workload assessment. This included identifying: (a) which staff should participate in the study; (b) the timeframe during which the data would be collected, and the length of time that needed to be captured; (c) the categories of cases for which to generate case weights; and (d) the tasks and activities (case related and non-case-related) that clerk staff perform. The NCSC project team met with the CWWL Work Group in August 2016 to make the decisions on these issues.

## III. Work-Time Study

### Participants

After substantial discussion during the first CWWL Work Group meeting in August 2016, the work group recommended that all clerical staff should record *all* their work-time (case-related and non-case-related), and that other court staff (e.g., judicial secretaries, judicial assistants, bailiffs, treatment court coordinators/administrators and juvenile office secretaries) who sometimes perform the case-related work activities shown in Figure 3 should record only their case-related work-time during the study. During the second CWWL Work Group meeting in January 2017, after completion of the work-time study, the CWWL Work Group reviewed the initial case weights and Adequacy of Time survey findings. During this meeting, the NCSC staff and CWWL Work Group planned for the focus groups to be held later in January 2017.

## Work-Time Data Collection Period

To ensure consistency in the tracking of work-time, NCSC consultants provided 17 webinar-based information and training sessions between October 13 and October 20 prior to data collection. One of the webinars was recorded and made available by the NCSC for viewing by those who could not attend one of the live webinars. The NCSC also provided written training materials at the time of training and posted them online. Additionally, the NCSC provided assistance through a Workload Assistance Help-link, which was available both online and via telephone prior to and throughout the data collection period. Clerk staff participants reported their time each day via a secured and user-friendly data entry website maintained by the NCSC. For those participants without access to the internet, an option to submit data via facsimile was provided.

For this study, all circuit court clerical staff, as defined above, participated in a four-week data collection period between October 24 and November 18, 2016.<sup>5</sup> Figure 1 shows the participation rate for the time study by judicial circuit.

Figure 1 indicates a statewide participation rate of 96.5%; 1,735 clerical staff of a possible 1,798<sup>6</sup> participated, representing clerical staff in each of Missouri's 45 judicial circuits. This exceptional participation rate assures confidence in the accuracy and validity of the case weights derived from the work-time

data. Participants were instructed to record all work-related time – both case-related and non-case-related – including work that was done beyond an 8-hour workday.

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<sup>5</sup> The data entry site was left open for data entry submissions through Friday, November 25, 2016.

<sup>6</sup> Currently, there are 1,747.26 authorized clerical FTE positions in Missouri, 1,689.26. Note that the

participation rate is based on people, not FTE position numbers, so the number of participants is greater than the number of authorized FTE.

**Figure 1: Missouri Circuit Clerk Staff Participation Rate Summary**

Circuit	Expected	Actual	Participation Rate
Circuit 1	10	9	90.00%
Circuit 2	14	14	100.00%
Circuit 3	15	15	100.00%
Circuit 4	19	16	84.21%
Circuit 5	40	39	97.50%
Circuit 6	23	23	100.00%
Circuit 7	54	53	98.15%
Circuit 8	13	13	100.00%
Circuit 9	10	10	100.00%
Circuit 10	19	19	100.00%
Circuit 11	70	66	94.29%
Circuit 12	22	21	95.45%
Circuit 13	55	55	100.00%
Circuit 14	15	14	93.33%
Circuit 15	20	20	100.00%
Circuit 16	195	195	100.00%
Circuit 17	39	37	94.87%
Circuit 18	23	23	100.00%
Circuit 19	23	22	95.65%
Circuit 20	40	40	100.00%
Circuit 21	216	203	93.98%
Circuit 22	120	118	98.33%
Circuit 23	53	53	100.00%
Circuit 24	43	42	97.67%
Circuit 25	45	43	95.56%
Circuit 26	56	52	92.86%
Circuit 27	20	19	95.00%
Circuit 28	19	19	100.00%
Circuit 29	40	38	95.00%
Circuit 30	35	30	85.71%
Circuit 31	79	76	96.20%
Circuit 32	31	31	100.00%
Circuit 33	25	25	100.00%
Circuit 34	19	18	94.74%
Circuit 35	26	26	100.00%
Circuit 36	23	23	100.00%
Circuit 37	24	24	100.00%
Circuit 38	36	36	100.00%
Circuit 39	38	37	97.37%
Circuit 40	28	28	100.00%
Circuit 41	9	9	100.00%
Circuit 42	33	25	75.76%
Circuit 43	24	23	95.83%
Circuit 44	14	12	85.71%
Circuit 45	23	21	91.30%
<b>Total</b>	<b>1,798</b>	<b>1,735</b>	<b>96.50%</b>

## Work-Time Data Collection Process

Clerical staff recorded their time on a paper time-tracking form, and then transferred this information to the NCSC's secure web-based data entry program or faxed the data, if they did not have access to the internet. Once submitted, the data were automatically entered into NCSC's secure database, which was accessible only to NCSC staff who analyzed the data. Collecting data from clerical staff across the state ensured that sufficient data were collected to provide an accurate average of case processing practices and times for all case categories included in the study.

The work-time study methodology allowed the NCSC's analysts to collect a four-week snapshot of data and translate that data into an annual representation of clerical staff work-time. (See Appendix A for a detailed description of this methodology.)

## Survey on the Adequacy of Time

In addition to participating in the work-time study, participants were invited to complete a web-based Adequacy of Time (AOT) Survey during the final week of the work-time study. This survey sought the views of clerical staff regarding the extent to which they have sufficient time to complete their work tasks for each of the case categories included in the study. Approximately 40% of all clerical staff completed the survey. The NCSC conducted the AOT survey because the case weights derived solely from the work-time study reflect the average amount of time clerk staff *currently* spend on each case category given the current level of staffing. The survey data provided information to help the CWWL

Work Group determine whether the case weights derived from the work-time data, which are grounded in the current level of staffing and current practices, are sufficient to allow staff to complete work in a timely and high quality manner. Section V of this report provides more detail about and reviews a summary of the findings from the AOT survey.<sup>7</sup>

## Focus Groups

In January 2017, the NCSC consultants conducted discussions with focus groups of experienced clerical staff in nine locations across the state (Kansas City, Carrollton, Marshall, Columbia, Fulton, Springfield, Union, St. Louis City and St. Louis County - Clayton). Additionally, OSCA staff conducted four focus groups by telephone with representatives from Atchison, Carroll, Chariton, Clark, Livingston, Oregon and Putnam Counties. The groups reviewed and offered feedback on preliminary results from the work-time study and the Adequacy of Time survey and discussed local or circuit-level factors that impact their ability to get their work done in a timely fashion and factors that might not have been accounted for in the study. Discussion of the feedback from the focus groups can be found in Section VI of this report.

## Data Elements in the Clerical Staff Work-Time Study

NCSC project staff met with the CWWL Work Group in August 2016 to determine the case categories, case-related and non-case-specific activities to be included in the work-time

study. The CWWL Work Group also discussed the contents of the Adequacy of Time Survey and the purpose and general locations of the focus groups. A more detailed description of the time study elements is provided next.

## Case Categories

Every weighted workload study needs a set of case categories, each of which is distinctive in nature and complexity. Including case categories that differ in nature and complexity should result in case categories that differ in the average amount of clerical work-time per case during the year. The greater the average amount of clerical work-time required to process a case, the greater the case weight for a given case category. To the extent that county and circuit caseloads vary not only in numbers, but also in nature and complexity, a weighted workload model will more accurately reflect the need for clerical staff than a model based solely on counting the number of cases in a county or circuit. Following this logic, the CWWL Work Group recommended including the 23 case categories, shown in Figure 2, in the weighted workload study.

## Filings

Figure 2 also shows the statewide number of filings during fiscal 2015-16 for each case category, and the percentage of total filings for each case category. A full description of the case categories is presented in Appendix B.

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<sup>7</sup> Also see Appendix E, which shows the findings from the Adequacy of Time Survey.

## Tasks and Activities

Clerical staff members perform a variety of functions in and out of court that can be directly related to the processing of cases (case-related activities), as well as non-case-related activities. NCSC staff worked closely with the CWWL Work Group to develop a comprehensive list and description of these essential activities. The list of activities served as an organizing device to guide data collection during the time study. A list of the nine case-related and the eleven non-case-related activities are provided in Figures 3 and 4, respectively. A more detailed description can be found in Appendices C and D, respectively.

The weighted workload model determines the annual amount of time clerical staff have available to perform all their work, including both case-related and non-case-related tasks, then subtracts the average amount of time spent on non-case-related activities to determine the average amount of time available for staff to perform case-related work. This is a critical component of the weighted workload model, so knowing how much time staff spends on both case-related and non-case-related work is important.

**Figure 2: Missouri Case Categories and Filings Fiscal 2015-16**

Case Categories	Total New Filings	Percent of Total
General Circuit Civil	35,718	3.6%
Time Intensive Circuit Civil/Sex. Predator	674	0.1%
Asbestos	331	0.0%
Simple Circuit Civil	105,099	10.5%
Domestic Relations	52,035	5.2%
Protection Order	52,260	5.2%
Associate Civil	166,232	16.7%
Small Claims	8,491	0.9%
Garnishment and Execution	156,519	15.7%
Adoption	3,015	0.3%
Abuse and Neglect/Term. Parent. Rights	9,530	1.0%
Juvenile Delinquency/Status Offense	3,209	0.3%
Circuit Felony <sup>1</sup>	44,611	4.5%
Associate Felony <sup>1</sup>	59,676	6.0%
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	102,786	10.3%
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	148,289	14.9%
Decedent Estate	4,386	0.4%
Incapacitated/Minor Estate	7,631	0.8%
Simple Probate	11,892	1.2%
Involuntary Detention Petition	1,811	0.2%
Application for 96 Hour Detention	12,770	1.3%
Treatment Court Admission	3,131	0.3%
Passport Issuance	6,451	0.6%
<b>Total</b>	<b>996,547</b>	<b>100.0%</b>

1. The CWWL filings were adjusted by deducting filings for consecutively numbered associate felony, circuit felony and/or misdemeanor cases filed on the same day for a single defendant within the same case type. Exact adjustments are shown on Detail of Adjustments to CWWL for FY17 Budget. This was a decision made by the Circuit Court Budget Committee on December 12, 2003.

2. The CWWL filings were proportionally reduced for counties not using the FCC continuously from January 1, 2011 through December 31, 2011. For all courts using the FCC during this time, OSCA staff calculated an average of the traffic cases that were disposed with a guilty plea at the Fine Collection Center and were not processed by the county. This percentage (53.4%) was used to proportionally reduce traffic filings for calendar year 2011 for all other counties not using the FCC. There were no reductions for calendar years 2013, 2014 and 2015 since all counties used the FCC for the entire year. This was a decision made by the CCBC on December 12, 2003.

3. Filings data are based on original filings from October 1, 2015 to September 30, 2016.

**Figure 3: Case-Related Activities**

Case document processing
Calendaring
Records management
Response to requests from public
After hours and weekend (emergency) case processing
Pro se assistance
Courtroom duties
Coordination of interpreters
Treatment court activities



**Figure 4: Non-case-related Activities**

General customer service
Financial processing (includes jury services)
Personnel supervision
Day-to-day management
Office management
Community activities
Training and staff development
Work-related travel
Leave time
Treatment court activities
Time study data reporting/entry

### Caseload vs. Workload

A detailed picture of the percentage of case-related time clerical staff spends on cases statewide is presented in Figure 5. The greatest proportion of clerical staff time is spent on circuit felony cases (14.1%), followed by time spent on domestic relations (11.8%) and associate civil cases (11.1%).

Comparing the percentage of filings of each case category in Figure 2 with the percentage of time spent on each case category in Figure 5 reveals the utility of the weighted workload methodology. As previously shown in Figure 2, associate civil filings comprise 16.7% of all filings in the state, but Figure 5 shows they account for 11.1% of the workload. In addition, circuit felonies comprise only 4.5% of all filings in the state, but Figure 5 shows that clerical staff spends 14.1% of their case-related time on circuit felonies. Finally, while domestic relations cases comprise 5.2% of all filings, they account for 11.8% of clerical time. These two figures confirm that caseload is not the same as workload.

**Figure 5: Percentage of Clerical Staff Time Reported by Case Category and Case-Related Activity Type During the Work-Time Study (October 24 – November 18, 2016)**

Case Category	Case document processing	Calendaring	Records management	Response to requests from public	After hours & weekend (emergency) case processing	Pro se assistance	Courtroom duties	Coordination of interpreters	Treatment court activities	Total Time by Case Category
General Circuit Civil	6.3%	0.6%	1.2%	0.8%	0.0%	0.2%	1.1%	0.0%	0.0%	10.3%
Time Intensive Circuit Civil/Sex. Predator	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
Asbestos	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
Simple Circuit Civil	1.1%	0.1%	0.2%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	1.6%
Domestic Relations	7.0%	0.6%	1.2%	0.7%	0.0%	0.6%	1.6%	0.0%	0.0%	11.8%
Protection Order	3.1%	0.1%	0.7%	0.3%	0.1%	0.4%	0.6%	0.0%	0.0%	5.2%
Associate Civil	8.1%	0.6%	0.8%	0.3%	0.0%	0.2%	1.1%	0.0%	0.0%	11.1%
Small Claims	0.5%	0.0%	0.0%	0.1%	0.0%	0.2%	0.1%	0.0%	0.0%	0.9%
Garnishment and Execution	3.6%	0.0%	0.2%	0.2%	0.0%	0.1%	0.0%	0.0%	0.0%	4.1%
Adoption	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%
Abuse and Neglect/Term. Parent. Rights	2.8%	0.2%	0.5%	0.1%	0.0%	0.0%	0.5%	0.0%	0.0%	4.1%
Juvenile Delinquency/Status Offense	1.5%	0.1%	0.3%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	2.2%
Circuit Felony	8.2%	1.1%	1.7%	0.5%	0.0%	0.0%	2.4%	0.0%	0.0%	14.1%
Associate Felony	3.9%	0.7%	0.7%	0.2%	0.0%	0.0%	1.0%	0.0%	0.0%	6.5%
Misdemeanor/Muni.Cert./Trial de Novo	5.8%	0.8%	1.1%	0.4%	0.0%	0.0%	1.1%	0.0%	0.0%	9.2%
Traffic/WC/Conservation/Muni.Ord.	4.5%	0.4%	0.6%	0.4%	0.0%	0.1%	0.6%	0.0%	0.0%	6.5%
Decedent Estate	2.3%	0.1%	0.3%	0.1%	0.0%	0.1%	0.1%	0.0%	0.0%	3.0%
Incapacitated/Minor Estate	3.0%	0.1%	0.5%	0.1%	0.0%	0.0%	0.3%	0.0%	0.0%	4.0%
Simple Probate	1.1%	0.0%	0.4%	0.1%	0.0%	0.1%	0.1%	0.0%	0.0%	1.9%
Involuntary Detention Petition	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
Application for 96 Hour Detention	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
Treatment Court Admission	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	1.5%	2.2%
Passport Issuance	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
Total time by activity	64.0%	5.6%	10.6%	4.7%	0.2%	2.0%	11.2%	0.1%	1.6%	100.0%

## IV. Initial Case Weights

The data collected during the work-time study allows for the construction of case

weights for the case categories identified by the CWWL Work Group. As described previously, the clerical staff workload model accounts for the fact that case categories vary



in complexity and require different amounts of time and attention. Relying solely on the sheer number of cases to assess the demands placed on clerical staff ignores the varying levels of resources needed to process different categories of cases effectively, as can be seen by comparing the distribution of cases and time expenditures in Figures 2 and 5.

The initial statewide case weights were calculated using the following steps:

(1) Start with the total case-related work-time on a specified case category reported by clerical and ancillary staff during the 19 days of the work-time study,<sup>8</sup>

(2) Divide that number by 19 (the number of work days in the data collection period) to determine the daily average amount of work-time,

(3) Multiply the result of that calculation by 218 – the number of work days per year – which produces an estimate of the *annual* amount of case-related work-time on the case category,<sup>9</sup> and then

(4) Divide the annual amount of work-time on each case category by the number of cases filed for each case category during the most recent year<sup>10</sup>.

Figure 6 provides an example of the calculation of the initial case weight for general circuit civil cases. These same steps are used to calculate the case weight for each of the 23 case categories in Missouri's weighted workload model.

#### **How this Study Accounted for Leave Time, Training & Staff Development**

The methodology used in this study accounts for all authorized staff positions, including staff who were on vacation or other type of leave during the work-time study period. This was accomplished through a weighting process to approximate the full complement of authorized staff.

- *Leave time, training, staff development and training and study data entry time:* All leave time, time associated with staff development and training, and time required to participate in the time study was removed from the data and those minutes were weighted to reflect the work reported by those individual clerical staff members when they were not on leave. The weighting process is undertaken because leave and staff development and training time are accounted for in the clerical staff work year described in Figure 11, and because the time associated with tracking work for the time study will be subsumed with regular work during non-study periods.

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<sup>8</sup> While the work-time study took place over a four-week period, there was one holiday, Veterans' Day, that was included in this period, so the study included 19 working days. Staff were instructed, however, to record any time worked, whether the work occurred after hours, on weekends, or on the holiday.

<sup>9</sup> The formula to annualize time study data per case category is as follows:  $((\text{case-related work-time during the four-week study period} / 19) * 218)$ ; see Figure 6.

<sup>10</sup> Note that the case weights are built on a single year of filings, but the weighted workload needs model is based on a three-year average of filings.

**Figure 6: Calculating Annualized Minutes and Preliminary Case Weights for General Circuit Civil Cases**

<b>Developing Annualized Minutes</b>	
(1) General circuit civil actual minutes of case-related work-time recorded during the data collection period	1,375,888
(2) <i>Divide by</i>	÷
# of work days in the data collection period	19
(3) <i>Multiply by</i>	X
Total # of clerical staff work days per year	218
<i>Equals</i>	=
Statewide annualized case-related work minutes for general circuit civil cases	15,786,505

<b>Developing Initial Case Weight</b>	
Statewide annualized case-related work minutes for general circuit civil cases	15,786,505
(4) <i>Divide by</i>	÷
# of FY 2015-16 filings	35,718
<i>Equals</i>	=
<b>Initial Case Weight</b> (average minutes spent per general circuit civil case)	<b>442</b>

Based on the work-time study, clerical staff in Missouri spends a total of 15,786,505 minutes of case-related time on general circuit civil cases annually.<sup>11</sup> Dividing that time by the number of FY 2015-16 general circuit civil cases filed (35,718) yields a

<sup>11</sup> All time reported during the time study was weighted to reflect one year of time in order to ensure consistency with the FY 2015-16 filing data.

preliminary case weight of 442 minutes per case. This number indicates that, on average, a Missouri clerk currently spends approximately 442 minutes per case processing all general circuit civil cases from filing to resolution, as determined by the work-time study. The complete set of initial statewide case weights for Missouri clerical staff, developed using this method, is displayed in Figure 7.

**Figure 7: Initial Case Weights**

<b>Case Category</b>	<b>Initial Case Weights (minutes)</b>
General Circuit Civil	442
Time Intensive Circuit Civil/Sex. Predator	121
Asbestos	1,289
Simple Circuit Civil	23
Domestic Relations	347
Protection Order	152
Associate Civil	102
Small Claims	157
Garnishment and Execution	40
Adoption	238
Abuse and Neglect/Term. Parent. Rights	656
Juvenile Delinquency/Status Offense	1,059
Circuit Felony	484
Associate Felony	167
Misdemeanor/Muni.Cert./Trial de Novo	137
Traffic/WC/Conservation/Muni.Ord.	68
Decedent Estate	1,037
Incapacitated/Minor Estate	803
Simple Probate	245
Involuntary Detention Petition	109
Application for 96 Hour Detention	28
Treatment Court Admission	1,064
Passport Issuance	37

The initial weights represent the *statewide average* amount of case-related time clerical staff across the state reported spending per case for each of the 23 case categories during

the study period. Even though it may take less—or more— time to process cases in certain circuits, the statewide average figure is used to determine staffing needs for all circuits and counties.

In addition to obtaining work-time data from clerical staff, the NCSC team obtained two types of qualitative data to supplement the findings derived from the quantitative analysis. The qualitative data included: (1) responses to a survey distributed to clerical staff regarding their views on the adequacy of time to perform and complete their work; and (2) feedback from 13 focus groups that included experienced clerical staff.

### V. Adequacy of Time Survey

To gain perspective on the sufficiency of time to perform key case-related and non-case-related activities, the NCSC distributed a web-based Adequacy of Time (AOT) survey to all clerical staff in November 2016. Forty percent (719 of 1,798 people) of all clerical staff completed the survey. The work-time study measured the amount of time clerk staff *currently* spend handling cases, but it did not reveal the amount of time clerk staff *should* spend on activities to ensure quality processing of cases. The AOT survey supplemented the work-time study by assessing the extent to which staff members feel they have sufficient time to perform their work during a normal workweek.

Figure 8 shows the wording and layout of the AOT survey questions and response range. Specifically, for each of the 23<sup>12</sup> separate case-categories, respondents were asked to rate the extent to which they had sufficient time to perform each of the 9 activity types identified in Figure 3. Participants were asked to evaluate the statement, “During the course of a normal workweek, do you have sufficient time to address the [case-related activity] aspects of your job?” Survey respondents were asked to identify one of five responses ranging from (1) “I almost never have enough time” to the (5) “I almost always have enough time”. Respondents also rated their ability to attend to non-case-related activities. An example of the survey layout, illustrating one activity (case document processing), is provided in Figure 8.

**Figure 8: Adequacy of Time Survey Layout**

During the course of a normal workweek, do you have sufficient time to address the <b>case document processing</b> aspects of your job?					
1	2	3	4	5	NA
Almost Never Have Enough Time		Usually Have Enough Time		Almost Always Have Enough Time	Does Not Apply
1. General circuit civil cases					
2. Time intensive circuit civil/sex. predator cases					
3. Asbestos cases					
4. Simple circuit civil cases					
5. Domestic relations cases					
6. Protection orders					
7. Associate civil/small claims cases					
8. Garnishments & executions					
9. Adoptions					

<sup>12</sup> The Adequacy of Time Survey actually listed 22 case categories: associate civil and small claims case categories were combined for this survey.

10. Abuse & Neglect/TPR cases
  11. Juvenile delinquency/status offenses
  12. Circuit felonies
  13. Associate felonies
  14. Misdemeanor/muni. cert./trial de novo
  15. Traffic/watercraft/conservation/muni. ord.
  16. Decedent estates
  17. Incapacitated/minor estates
  18. Simple probate cases
  19. Involuntary detention petitions
  20. Applications for 96-hour detention cases
  21. Treatment court admissions
  22. Passport issuance
- 

NCSC staff compiled the responses and analyzed the results of the survey. For each case category an average response score was generated.<sup>13</sup> A complete set of the results can be found in Appendix E.

An average rating of 3.0 (“I usually have enough time”) was utilized as a threshold to determine if clerical staff felt they had adequate time to process cases. An average rating of less than 3.0 was deemed to mean most staff members believe they do *not* “usually” have enough time to perform their daily tasks for a given case or activity category, while an average rating of greater than 3.0 was deemed to mean most staff members believe they do “usually” have enough time to perform their daily tasks. Figure 9 shows the statewide average ratings from respondents for each of the 22 case categories included in the survey and the non-case-related category. The findings resulted in average composite score of 3.48 for all case categories, with a range of 3.33 to 3.68; the average score for non-case-related activities

was 3.12. These findings support the conclusion that a majority of clerical staff believe they usually have sufficient time to perform their case-related work in most case categories, but they are not at a point where they “almost always” have enough time. Further discussion of this issue in the focus groups indicated that while staff work hard to get their work done, they are concerned that sometimes the quality of work suffers due to the pace and sheer volume of the workload. (See the discussion regarding “Adequacy of Time” in the focus group discussion in Section VI.)

**Figure 9: Adequacy of Time Survey Findings by Case Category**

Case Categories	Average Score
1. General Circuit Civil Cases	3.55
2. Time Intensive Circuit Civil/Sexual Predator Cases	3.46
3. Asbestos Cases	3.55
4. Simple Circuit Civil Cases	3.57
5. Domestic Relations Cases	3.44
6. Protection Orders	3.48
7. Associate Civil/Small Claims Cases	3.63
8. Garnishments and Executions	3.58
9. Adoptions	3.49
10. Abuse & Neglect/Termination of Parental Rights	3.46
11. Juvenile Delinquency/Status Offenses	3.47
12. Circuit Felonies	3.35
13. Associate Felonies	3.33
14. Misdemeanor/Municipal Cert./Trial de Novo	3.39
15. Traffic/Watercraft/Conservation/Municipal Ord.	3.41
16. Decedent Estates	3.41
17. Incapacitated/Minor Estates	3.37
18. Simple Probate Cases	3.46
19. Involuntary Detention Petitions	3.57
20. Applications for 96-Hour Detention Cases	3.57
21. Treatment Court Admissions	3.44
22. Passport Issuance	3.68
Non-case-related work	3.12

<sup>13</sup> Responses of “Does Not Apply” were excluded from the average.

## VI. Focus Groups

As a supplement to the work-time study conducted, the NCSC conducted 13 focus group discussions across the state (9 in person and 4 via telephone) mid-January 2017. Focus groups were held in Kansas City, Carrollton, Marshall, Columbia, Fulton, Springfield, Union, St. Louis City and St. Louis County (Clayton). Focus groups conducted via telephone included participants from Atchison, Carroll, Chariton, Clark, Livingston, Oregon and Putnam Counties. Each group involved 12 to 15 experienced clerical staff from the region in which the focus group was conducted. In total, 86 clerical staff from across the state participated in the in-person focus group sessions; an additional 8-12 staff members participated in the telephone sessions. NCSC staff conducted these focus group discussions (OSCA staff conducted the telephone focus groups) to obtain feedback about the preliminary findings from the study and to gain insight about the variations in staffing, practices, and workload that might not have been adequately captured through the work-time study. NCSC staff also asked participants whether the study period was representative of a typical period of work and whether they often are unable to complete their work in a timely and high quality manner. Focus groups can also shed light on the types of work that might have been unreported during the study period or work that was otherwise misunderstood.

### Clerk Staff Focus Groups Findings

#### Relative Case Weights

Clerk and support staff participants were asked to review the initial case weights, in graphic form, ranging from the longest to

shortest average case processing times. No numbers were presented, rather, participants were asked to comment on the length of graph's bars in relationship to one another. Comments regarding case processing times were provided by those participants who currently work on, or have worked on, the specific case categories identified. Below are the case categories for which the relative case weights raised comments from focus group participants.

*Abuse & Neglect/Termination of Parental Rights.* Many focus group participants raised concerns with the case weight for the case category including abuse & neglect/termination of parental rights (TPR), which is the fifth longest case weight, based on the initial case weights. Participants in many of focus groups indicated surprise that the case weight for this case category was lower than for juvenile delinquency/status offenses (the third longest initial case weight), for which a greater initial case weight was computed. Focus group participants indicated that the abuse & neglect/TPR cases have a longer life than their juvenile delinquency/status offense counterparts and are touched by clerk staff much more frequently than juvenile delinquency cases.

*Small Claims.* Focus group participants also indicated surprise that small claims was in the middle of the ranking of case weights. Clerk staff reported spending more time with litigants on small claims cases, particularly with the high rate of self-represented litigants for this case category.

*Protection Orders.* Many focus group participants indicated they thought protection orders should be higher on the

order of highest to lowest case weights. Clerk staff indicated these cases take a lot of time to both obtain information from those seeking protection orders as well as with the data entry requirements on these cases. Many participants also indicated that service is frequently returned on these cases, and must be reissued, further increasing the time associated with processing protection orders.

Garnishments. Several focus group participants also indicated that garnishment cases take longer than indicated in the ranking of case weights, citing, in particular, the financial component of processing these cases. In this study, financial process was, however, reported as a non-case-related activity, which is likely the reason for the relatively low case weight for garnishment cases.

Circuit Felonies. Some focus group participants indicated that circuit felonies take longer than shown in the relative case weight graph. These participants specifically noted time-consuming data entry requirements, especially after court hearings, as well as the fact that a large number of circuit felony cases come back to court on violations.

Probate. Finally, several people indicated concern with the relatively low case weight for simple probate cases. Many of these people indicated that simple probate cases are not “simple.” Probate clerks indicated that these cases require more work today than they have in the past as they now require a fair amount of research and review that did not previously exist. Additionally, the way in which JIS works with probate cases requires more time for case processing. These cases go

on for a long time, and clerks must move through a very long file, which actually takes longer on JIS than it did in the paper file.

### **Non-Case-Related Time**

Focus group participants were presented with information that came directly from the time study, which indicates each clerk spends, on average, 81 minutes per day, each day on non-case-related work. Included in this non-case-related activity category are the activities of financial processing and jury services, personnel supervision, day-to-day management, office management, community activities and non-case-specific treatment court work and the average represents non-case-related time for all clerical staff. This was a question that many participants found difficult to answer; especially in jurisdictions where some of the non-case-related functions are engaged in by specific staff and other staff only engage in case-specific processing only. Some of the smaller counties did indicate that they did not empanel juries during the time study, so that time would be undercounted in the non-case-related category. Additionally, those focus group participants who are in supervisory or management roles indicated that their job duties involve much more non-case-related time than case processing staff. In a couple of locations, focus group participants thought the average of 81 minutes per person per day seems about right when considering all clerk staff functions.

### **Data Collection Period**

Most clerk staff focus group participants indicated that the data collection period was normal; some noting that they had fewer trials than usual and others reporting more trials than normal. Similarly, there were approximately equal participants indicating



that their workload was either lower or higher than is typical during the data collection period of October 24 through November 18.

Generally, participants indicated the data collection period was a typical representation of their workload. There was an understanding throughout the state that, in any given month, workloads ebb and flow, a person may be ill, on vacation, or have emergencies that will prevent them from working a normal workweek, and there will always be staff turnover or situations where employees may not be at their fullest potential at the time of any study.

### **Work Not Reported**

In an effort to determine whether there was work in which staff engaged that did not get reported, thus undercounting clerk work-time, focus group participants were asked to identify any work that went unreported. There were two locations in which staff reported that work clearly went unreported. In the first instance, clerk staff who worked evenings and weekends on backlogged TPR cases did not report the additional time at the insistence of the supervisor. In this case, it was estimated that clerk staff working on these cases frequently worked two unreported hours each day for several days and six hours per weekend during the time study.<sup>14</sup>

In another jurisdiction, weekend work on adult abuse cases (included in the protection order case category) was not reported.<sup>15</sup>

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<sup>14</sup> Further analysis of this situation indicated that adjusting the case weight to account for this missing time would only increase the initial case weight by three minutes.

Subsequent research indicated that 12.5 hours was not reported for this case category.

Finally, several people indicated concern regarding the inability to account for multi-tasking, especially for courtroom clerks (though others indicated they also multi-task). Courtroom clerks estimated that they spend anywhere from 25% to 80% of their time in court also actively engaged in other work, such as docketing cases and working on the queue. Participants strongly argued that everyone multi-tasks and that, if they did not do more than one thing at a time, their work would never get done. Many participants also emphasized that the multi-tasking nature of their jobs is one of the most stressful aspects of the work.

### **Adequacy of Time**

When asked “Are you currently working at a sustainable pace when you consider your job in the long run, including the normal ebb and flow of your work?” Most focus group participants indicated they do not have adequate time to do their jobs. Participants frequently indicated that clerk staff help one another in an effort to keep up with the work. Focus group participants also indicated that staff vacancies contribute to the difficulty in getting work done.

Management and supervisory staff indicated they are often required to engage in case processing work and, thus, cannot keep up with their administrative job duties, and this is made worse by varying vacancy rates. While engaging in some case processing work is an expected part of their job, many in these

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<sup>15</sup> Subsequent research indicated that 12.5 hours was not reported for this case category; adding this time to the protection order case category only increases the initial case weight by one minute.

positions felt they are doing more case processing and less supervision/administration work.

On the positive side of things, nearly all focus group participants indicated that their workload is much more manageable since the implementation of electronic filing. While they acknowledged that efilings could be improved, everyone agreed that not having to process, file and find paper files has been a significant improvement. While efilings are generally seen as positive, many participants did indicate that the ability to efile cases 24-7 has put undue pressure on clerk staff by providing unrealistic expectations to attorneys. Just because an attorney can file a document at any time does not mean that staff can immediately process the work coming in, which ends up frustrating attorneys and staff alike.

When focus group participants were provided with the information that the Adequacy of Time survey results indicated an average rating of 3, meaning that "I usually have enough time," on every case category, they were not surprised. People provided a variety of reasons for these scores. One person suggested that, in completing the Adequacy of Time survey, respondents were thinking more about the work that they are doing, instead of the work that is not getting done. Also, some focus group participants indicated they had some concern that they could be identified (from the survey), or that it would look bad if they indicated that they could not get their work done.

#### **What Work Does Not Get Done (or gets put off) On a Routine Basis?**

In concert with the question of whether clerk staff feel they have adequate time, and in an

effort to get a better sense of the work that does not get done when clerk staff feel pressured, focus group participants were asked to identify the kinds of work that gets put aside or rushed through on a regular basis. The most often-cited work that gets set aside includes running various reports (although this work is seen as essential), double-checking work, and training and cross-training—especially when new rules or laws go into effect. Focus group participants also identified work that gets rushed through, often resulting in errors or oversights in data entry. The lack of time to provide ongoing training was raised at every focus group as a significant concern. Participants indicated not having enough time to do routine training in their offices as well as not having time to send staff to training at OSCA and other locations.

Specific examples of work that gets rushed through or set aside for more prioritized activities includes: probate settlements (many staff indicated being behind on these), FBI criminal search requests, child support and data entry into MACSS, cleanup reports, scanning and the shredding of scanned documents, credit card and web payments, old case reviews, bond studies, addressing staff concerns and personnel reviews.

#### **Differences Across Counties**

Court staff participants were asked to identify local practices or issues that result in case processing differences in various locations. Participants cited things such as judicial case processing preferences, judicial rotation schedules, and whether a county relies on one clerk to process one case or whether several people engage in singular functions as factors that result in variations in case processing



across counties. Two counties indicated that the presence of a state mental hospital has an impact on the time it takes to process cases, and other participants raised the fact that different trial rates across counties result in different average case processing times. In one location, they indicated they do not have an adequate supply of courtroom clerks to cover all open courtrooms. Also, in that county, they are open on weekends, so the staff who cover the weekend hours are required to take comp time the following week, further reducing staff coverage.

### Clerk Staff Focus Groups Summary

The time study conducted in Missouri measures the amount of time clerk staff currently spend handling cases, which includes the concerns raised in the focus group sessions. ***A time study does not inform us about the amount of time clerk staff should spend on activities to ensure the quality processing of cases.***

Based on the focus group findings, concerns were raised around the following issues:

- Case weights for the following case categories:
  - Abuse & Neglect/TPR
  - Small Claims
  - Protection Orders
  - Garnishments
  - Probate Cases
- Non-Case-Related Time
  - Many focus group participants had difficulty assessing whether an average of 81 minutes per clerk per day is an adequate reflection of the time they spend on non-case-related work, because their job duties are so varied. This work may have been somewhat under-reported because smaller counties did not empanel juries during the data collection period.
- Representativeness of the Data Collection Period
  - Some focus group participants indicated they had an unusually lighter workload than normal and others indicated a heavier workload than normal. Given the normal ebb and flow of work, it appears that the data collection period was a good representation of work across the state.
- Work not reported
  - In one location, overtime on TPR cases went unreported, and in another location, weekend work on adult abuse cases did not get reported. This lost time had negligible implications on the case weight for those two case categories.
- Overall Adequacy of Time to Process the Work
  - There was general agreement that staff are pressed for time on a daily basis. Clerk staff routinely prioritize their work on a daily basis and eventually get work done, but mistakes are made and overall quality could be improved.
- Work that is not getting done or rushed
  - Routine reports, including error reports are not getting completed as they should be;
  - Training and cross-training is not happening due to a lack of time;
  - Other work that gets rushed through or set aside for more prioritized activities includes: probate settlements (many staff indicated being behind on these), FBI criminal search requests, child support, cleanup reports, scanning and the shredding of scanned documents, credit card and web payments, old case reviews, bond studies,

addressing staff concerns and personnel reviews.

- County-specific issues
  - No significant county-specific issues were raised that could be addressed qualitatively. Variations in trial rates were raised in some locations. Staffing levels, especially vacancies and high turnover rates were raised in nearly all locations.

## VII. Circuit Clerk Survey

During the January 2017 CWWL Work Group meeting, members raised a concern regarding the varying degrees to which Circuit Clerks engage in case processing activities, thus detracting from their ability to engage in administrative duties associated with their role as Circuit Clerks. This information could have relevance on FTE levels associated with Circuit Clerks in the staffing needs model. To this end, the NCSC launched a short survey of Missouri Circuit Clerks, which was made available to 116 Circuit Clerks<sup>16</sup> on January 11, 2017 and the results were downloaded on January 26, 2017. Three quarters of the state's (75%; 86 of 116 Circuit Clerks) Circuit Clerks responded to the survey. The questions posed and responses received from this survey are presented below (see Appendix F for the full report on this survey).

### **As Circuit Clerk, do you routinely engage in case processing work?**

The majority of Circuit Clerks (84.9%) indicated that they do routinely engage in case processing work. When asked to estimate the number of hours committed to

this work on a weekly basis, results indicated the following:

*Range:* 3.5 – 50 hours per week;

*Mean:* 15.8 hours per week;

*Median:* 27.5 hours per week;

*Mode:* 30 hours per week.

Comments submitted in response to this question varied from respondents who indicated working on case processing on a daily basis, to those who engage in case processing on an as-needed basis (e.g., when staff are out of the office or when workload is excessively high), to those who engage in certain case processing activities in a particular activity, such as being the identified person who runs calendars, initiates certain categories of cases or entering all data into MACSS.

### **Do you generally work more than 40 hours per week?**

Approximately three-quarters of respondents (75.6%) indicated working more than 40 hours per week in the Circuit Clerk office. Respondents estimated the additional number of hours, beyond 40, which they work in a typical week, and the responses are shown below:

*Range:* 4 – 27.5 hours per week;

*Mean:* 9.8 hours per week;

*Median:* 10 hours per week;

*Mode:* 10 hours per week.

Comments regarding this question generally indicated that Circuit Clerks work extra hours when they feel it is necessary to get their

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<sup>16</sup> The questionnaire distributed by the NCSC contained the term "Clerk of Court," rather than the Missouri-specific term of "Circuit Clerk." In this discussion, the

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appropriate title of "Circuit Clerk" is substituted for the "Clerk of Court" title that was included in the questionnaire.

work done. Some indicated working beyond a 40-hour week on a routine basis, others indicated doing so only when necessary.

**Is there work that regularly gets set aside or put off that you feel you should be doing?**

Nearly nine in ten (88.4%) respondents indicated there is work that does not get done on a regular basis.

This question elicited the greatest number of comments of all questions posed. Seventy-six participants answered this question affirmatively, and 75 provided comments. There are a range of activities that are either not getting done on a routine basis or are getting put off fairly regularly. Respondents often provided multiple examples of work that falls into these categories, so they were not summarized numerically. Comments indicated management reports, quality assurance reports, bank reconciliation and other financial work appear to be the most common areas of work that are difficult to keep up with.

### **Circuit Clerk Survey Summary**

The survey of Circuit Clerks indicates that the majority of Circuit Clerks engage in case processing activity on a regular basis; based on the median number of hours estimated, they engage in case processing work in well over half of the typical workweek. Circuit Clerks in Missouri also routinely work beyond a 40-hour week. Finally, even with the additional time Circuit Clerks put in on a regular basis, they are not able to keep up with the work they feel is essentially “Circuit Clerk work,” such as running management and financial report and attending to other administrative duties.

## **VIII. CWWL Work Group Review of Case Weights and Qualitative Feedback**

After completing the work-time study, the AOT survey, the focus group discussions and the additional Circuit Clerk Survey, the NCSC staff conducted its third in-person meeting with the CWWL Work Group in February 2017. The CWWL Work Group reviewed tables prepared by NCSC staff showing findings from the work-time study, the proposed final case weights, and the qualitative input from the Adequacy of Time survey and focus group feedback. One of the primary issues discussed at this meeting was whether to recommend any adjustment to any of the case weights based on the qualitative data from the AOT survey and focus group feedback.

After substantial discussion of this issue, and in consideration of the concerns raised by many participants in the focus groups regarding the adequacy of time to perform their daily work, the CWWL Work Group agreed not to recommend any increases to the case weights, indicating that the high rate of participation in the work-time study gave them confidence that the case weights adequately reflect the amount of time currently taken to process the work. The CWWL Work Group did, however, make changes to three case categories for other reasons. First, the work group agreed to reduce the case weight for juvenile delinquency/status offenses from 1,059 minutes per case to 618 minutes per case. This adjustment was made because deeper analysis into this case weight indicated that ancillary participants (such as juvenile office secretaries) recorded an unusually high

proportion of time for this case category. The CWWL Work Group believed their time was already captured in other work-time studies and should not be attributed to clerical staff. The decision to adjust two other case category weights was based on the belief that insufficient data were captured for the two case categories, including time intensive circuit civil/sexual predator and asbestos cases. In the case of time intensive circuit civil/sexual predator cases, a stay was in effect during the work-time study, so many cases were not processed during this period. Similarly, asbestos cases are relatively rare and are limited primarily to the city of St. Louis, where few cases were processed during the study period. In both of these instances, the case weight from the previous study, completed in 2014, was used to replace the initial case weight generated from the current study.

The work group did acknowledge concerns regarding the lack of time for clerk staff to engage in quality assurance and other activities, however, they believed it best to not adjust case weights to provide time for such actions. They reasoned that the work-time study addressed the work that *is* getting done and not what staff are not able to do. Further, there is no clear mechanism to determine how much more time is needed to engage in quality assurance work, so they could not accurately adjust case weights in a meaningful way. Additionally, work group members indicated that, given the current level of understaffing, it is possible that employing a full complement of staff would allow for these activities to occur.

The final case weights represent the amount of time currently taken to process each of the

case categories under investigation for this study. The final case weights, shown in Figure 10, are critical factors in the calculation of the need for clerical staff in Missouri. Their calculation is the focus of the next section of this report.

**Figure 10: Final Case Weights**

Case Category	Final Case Weights (minutes)
General Circuit Civil	442
Time Intensive Circuit Civil/Sex. Predator	746
Asbestos	3,730
Simple Circuit Civil	23
Domestic Relations	347
Protection Order	152
Associate Civil	102
Small Claims	157
Garnishment and Execution	40
Adoption	238
Abuse and Neglect/Term. Parent. Rights	656
Juvenile Delinquency/Status Offense	618
Circuit Felony	484
Associate Felony	167
Misdemeanor/Muni.Cert./Trial de Novo	137
Traffic/WC/Conservation/Muni.Ord.	68
Decedent Estate	1,037
Incapacitated/Minor Estate	803
Simple Probate	245
Involuntary Detention Petition	109
Application for 96 Hour Detention	28
Treatment Court Admission	1,064
Passport Issuance	37

## IX. Calculating the Need for Clerical Staff

In every weighted workload assessment, three factors contribute to the calculation of staff need: case filings, case weights, and clerical staff's *annual available time for case work* (ATCW). The relationship of these elements is expressed as follows:

- **Case-related work-time** = Cases Filed x Case Weights

- **Number of FTE staff needed**  
= *Case-related work-time ÷ Staff's ATCW value*

The clerical staff ATCW value represents the amount of time in a year that clerical staff have to perform case-related work. Arriving at this value is a three-stage process:

- (1) Determine how many days per year are available for clerical staff to perform work (the clerical staff work year);
- (2) Determine how many business hours per day are available for case-related work as opposed to non-case-related work;
- (3) Multiply the numbers in steps 1 and 2, then multiply the result of that calculation by 60 minutes; this yields the clerk staff ATCW value, which is an estimate of the amount of time (in minutes) the “average” clerk staff member has to do *case-related work* during the year.

### Step 1: Determine the Clerical Staff Work Year

Calculating the “average” clerical staff work-year requires determining the number of days per year that staff members have to perform case-related work. Obtaining this number involved working with the CWWL Work Group to deduct time for weekends, holidays, vacation, sick and personal leave and education/training days. After deducting these constants from 365 days, it was determined that clerical staff in Missouri have, on average, 218 days available each year to perform clerical staff work (see Figure 11).

**Figure 11: Calculating the Clerical Work Year**

Year Value	Days	Minutes
Total Days per Year (8 hours/day x 60 minutes = 480 minutes per day)	365	175,200
<b>Subtract Non-Working Days:</b>		
Weekends	-104	49,920
Holidays	-13	6,240
Annual & other leave	-15	7,200
Sick leave	-10	4,800
Training & staff development	-5	2,400
<b>Total Available Work Time</b>	<b>218</b>	<b>104,640</b>

### Step 2: Determine the Circuit Clerk Support Staff Work Day

The workload model assumes all clerical staff members should work a standard 8- hour day. For purposes of the workload model, the workday is separated into two parts: the amount of time devoted to *case-related* activities (see Figure 3) and *non-case-related* activities (see Figure 4).

*Non-case-related time (including travel time)*

Data collected during the time study indicated that the average amount of time associated with non-case-related activities is 81 minutes per day per clerk employee (36.79 days per year; see Figure 12).

### Step 3: Calculate the Clerical Staff's Annual Available Time for Case Work (ATCW) Value

Figure 12 shows the calculation of the ATCW value for clerical staff:

- (1) Determine the total work-time available each year. The work group determined that there are 218 workdays per year (218). Multiply 218 by 8 hours (total work-time per day), then multiply that number by 60 (minutes per hour) to calculate

the total available work minutes per year (104,640);

(2) Determine the average amount of *non-case-related* work-time per year. This work-time study found that clerical staff spent an average of 81 minutes per day on non-case-related work.<sup>17</sup> Multiply 81 by 218 total workdays, which yields 17,658 non-case-related work minutes (or 36.79 days) per year;

(3) Subtract the average non-case-related time in step 2 from the total available time in step 1 to determine the average available time for *case-related* work per year (i.e., 181.21 days, which equals 86,982 minutes per year).

**Figure 12: Clerk & Support Staff's Annual Available Time for Case-Related Work**

	Days	Minutes
<b>Total Year</b>		
(1) (8 hours/day x 60 minutes = 480 minutes per day)	218	104,640
<b>(2) Subtract</b>		
<b>Non-case related time</b> (81 minutes per day x 218 days)	- 36.79	17,658
<b>(3) Total Available Time for Case Work (ATCW value)</b>	- 181.21	86,982

#### Step 4: Calculate the Need for Clerical Staff

Figure 13 shows the basic calculations to determine the total need for FTE clerical staff in Missouri.

(1) Determine the statewide *case-related work minutes* by clerical staff by: multiplying the case weights for the 23 case categories by the average number of case filings for each of those case categories during the most recent three fiscal years for which filing statistics are

available (FY 2014, 2015 and 2016 for this study). The sum of these 23 calculations yields the estimated *annual case-related work minutes* for clerical staff;

(2) Divide the annual case-related work minutes in step 1 by the *annual available time for case work* (86,982 – as calculated in Figure 12).

As shown in Figure 13, these calculations indicate there is a need for 1,722.75 FTE clerk staff statewide.

**Figure 13: Statewide Clerical Staff Model without FTE Adjustment Summary using Filings from FY 2014, 2015 & 2016**

(1) <b>Total Case Work Minutes</b> (sum of case weights X	149,847,871
(2) <b>Annual Available Minutes for Case Work</b> <i>Divide by</i>	÷
<i>Equals</i>	=
(3) <b>Total FTE Clerical Staff Needed</b>	1,722.75
<b>Authorized Clerical Positions</b>	1,747,26

These same steps were applied to the case filings in each county (they can easily be summarized by judicial circuit). Figure 14 shows a summary of the findings from this analysis along with the authorized clerical positions and the difference between those two figures for each court location.

#### Findings

Figure 14 (below) shows the weighted workload model which indicates the number

<sup>17</sup> Note that the average amount of non-case-related time for clerical staff in the most recent weighted workload studies conducted in 11 states by NCSC staff is 112 minutes per day, which is 31 minutes greater

than the average non-case-related time measured in the Missouri clerical weighted workload study.



of FTE clerical staff *needed* in each county – and compares those numbers to the current number of *authorized* staff positions. The fourth column of numbers indicates the difference between the number of positions authorized and the number of clerical staff needed. The model indicates that the Missouri circuit courts *need* **1,722.75** FTE clerk staff positions statewide. When comparing the staff demand, or need, with currently allocated staff, there is a statewide surplus of 24.5 FTE. While the model indicates a current surplus of clerical staff, it is important to recognize that, at any point in

time, counties have more positions authorized than they currently have filled, causing fewer staff to complete the workload demands.

For a more complete picture of the weighted workload model, see Appendix G which provides a detailed analysis of the application of the weighted workload model to all 114 counties and the city of St. Louis; the difference between staff demand is compared with all authorized FTE.

**Figure 14: Summary of the Weighted Workload Model Applied to Each County  
with Allocated Clerical FTE**

County	Annual Workload Minutes	FTE Clerical Resource Demand	Authorized Clerical FTE Positions	Clerical Need / Demand Difference
Adair	557,678	6.41	6.40	0.01
Andrew	481,430	5.53	5.80	-0.27
Atchison	156,802	1.80	2.00	-0.20
Audrain	725,164	8.34	6.50	1.84
Barry	1,087,782	12.51	11.30	1.21
Barton	268,018	3.08	2.75	0.33
Bates	540,127	6.21	5.88	0.33
Benton	483,499	5.56	5.50	0.06
Bollinger	288,047	3.31	2.88	0.44
Boone	3,551,816	40.83	41.49	-0.65
Buchanan	2,514,968	28.91	31.00	-2.09
Butler	1,660,266	19.09	16.30	2.79
Caldwell	214,316	2.46	2.50	-0.04
Callaway	1,219,696	14.02	12.00	2.02
Camden	1,142,077	13.13	13.00	0.13
Cape Girardeau	1,984,240	22.81	20.78	2.04
Carroll	232,967	2.68	2.18	0.50
Carter	319,892	3.68	2.50	1.18
Cass	1,871,806	21.52	22.33	-0.81
Cedar	344,303	3.96	4.00	-0.04
Chariton	188,809	2.17	2.05	0.12
Christian	1,546,509	17.78	17.50	0.28
Clark	267,184	3.07	2.63	0.45
Clay	4,226,894	48.60	51.83	-3.23
Clinton	453,893	5.22	5.30	-0.08
Cole	2,308,517	26.54	24.08	2.47
Cooper	635,608	7.31	7.00	0.31
Crawford	1,008,838	11.60	10.10	1.50
Dade	156,922	1.80	2.00	-0.20
Dallas	427,090	4.91	5.50	-0.59
Daviess	225,643	2.59	2.50	0.09
DeKalb	266,880	3.07	2.60	0.47
Dent	571,417	6.57	6.10	0.47
Douglas	351,648	4.04	3.50	0.54
Dunklin	1,275,812	14.67	13.50	1.17
Franklin	2,463,391	28.32	30.00	-1.68
Gasconade	292,535	3.36	3.25	0.11
Gentry	146,831	1.69	1.80	-0.11
Greene	7,658,906	88.05	83.50	4.55
Grundy	291,712	3.35	3.10	0.25
Harrison	335,655	3.86	4.29	-0.43
Henry	746,967	8.59	8.50	0.09
Hickory	175,984	2.02	3.00	-0.98
Holt	140,671	1.62	1.80	-0.18
Howard	259,192	2.98	2.30	0.68
Howell	1,194,819	13.74	13.50	0.24
Iron	266,372	3.06	3.00	0.06
Jackson	14,656,841	168.50	176.15	-7.65
Jasper	3,125,073	35.93	37.90	-1.97
Jefferson	4,619,319	53.11	53.00	0.11
Johnson	1,038,059	11.93	12.06	-0.13
Knox	89,673	1.03	2.00	-0.97
Laclede	1,070,709	12.31	12.45	-0.14
Lafayette	950,556	10.93	10.90	0.03
Lawrence	1,122,994	12.91	11.44	1.47
Lewis	285,245	3.28	2.50	0.78
Lincoln	1,220,068	14.03	15.10	-1.07
Linn	367,121	4.22	3.50	0.72



County	Annual Workload Minutes	FTE Clerical Resource Demand	Authorized Clerical FTE Positions	Clerical Need / Demand Difference
<i>Livingston</i>	455,405	5.24	5.00	0.24
<i>Macon</i>	416,041	4.78	4.50	0.28
<i>Madison</i>	370,442	4.26	3.50	0.76
<i>Maries</i>	185,745	2.14	1.80	0.34
<i>Marion</i>	892,230	10.26	9.00	1.26
<i>McDonald</i>	763,227	8.77	7.70	1.07
<i>Mercer</i>	102,956	1.18	2.05	-0.87
<i>Miller</i>	736,795	8.47	7.50	0.97
<i>Mississippi</i>	559,566	6.43	7.00	-0.57
<i>Moniteau</i>	296,971	3.41	2.80	0.61
<i>Monroe</i>	175,303	2.02	2.00	0.02
<i>Montgomery</i>	390,723	4.49	4.50	-0.01
<i>Morgan</i>	467,293	5.37	4.99	0.38
<i>New Madrid</i>	698,739	8.03	7.50	0.53
<i>Newton</i>	1,655,697	19.03	18.50	0.53
<i>Nodaway</i>	414,856	4.77	4.70	0.07
<i>Oregon</i>	208,710	2.40	2.50	-0.10
<i>Osage</i>	289,080	3.32	2.75	0.57
<i>Ozark</i>	255,591	2.94	2.30	0.64
<i>Pemiscot</i>	771,643	8.87	9.25	-0.38
<i>Perry</i>	479,754	5.52	5.25	0.27
<i>Pettis</i>	1,277,938	14.69	14.50	0.19
<i>Phelps</i>	1,529,288	17.58	16.25	1.33
<i>Pike</i>	419,053	4.82	4.49	0.33
<i>Platte</i>	2,028,799	23.32	22.50	0.82
<i>Polk</i>	886,824	10.20	9.15	1.05
<i>Pulaski</i>	1,494,603	17.18	14.30	2.88
<i>Putnam</i>	130,329	1.50	2.00	-0.50
<i>Ralls</i>	257,005	2.95	2.80	0.15
<i>Randolph</i>	880,396	10.12	9.88	0.25
<i>Ray</i>	625,655	7.19	6.63	0.57
<i>Reynolds</i>	169,782	1.95	2.00	-0.05
<i>Ripley</i>	507,421	5.83	5.33	0.51
<i>Saline</i>	644,686	7.41	7.30	0.11
<i>Schuyler</i>	146,562	1.68	1.88	-0.19
<i>Scotland</i>	99,021	1.14	2.00	-0.86
<i>Scott</i>	1,433,803	16.48	16.45	0.03
<i>Shannon</i>	219,615	2.52	3.05	-0.53
<i>Shelby</i>	160,998	1.85	2.00	-0.15
<i>St. Charles</i>	6,190,407	71.17	68.19	2.98
<i>St. Clair</i>	387,810	4.46	3.50	0.96
<i>St. Francois</i>	1,651,981	18.99	20.50	-1.51
<i>City of St. Louis</i>	13,634,832	156.75	131.50	25.25
<i>St. Louis County</i>	19,274,597	221.59	242.50	-20.91
<i>Ste. Genevieve</i>	588,183	6.76	6.00	0.76
<i>Stoddard</i>	1,034,549	11.89	12.50	-0.61
<i>Stone</i>	851,405	9.79	9.00	0.79
<i>Sullivan</i>	205,214	2.36	2.03	0.33
<i>Taney</i>	1,600,650	18.40	17.50	0.90
<i>Texas</i>	678,988	7.81	6.44	1.37
<i>Vernon</i>	646,030	7.43	6.50	0.93
<i>Warren</i>	841,300	9.67	9.50	0.17
<i>Washington</i>	626,918	7.21	7.38	-0.17
<i>Wayne</i>	488,951	5.62	4.50	1.12
<i>Webster</i>	836,482	9.62	8.20	1.42
<i>Worth</i>	105,868	1.22	1.50	-0.28
<i>Wright</i>	629,910	7.24	6.18	1.07
<i>Statewide</i>	149,847,871	1,722.75	1689.26	33.49

## **X. Recommendations**

The National Center for State Courts (NCSC) offers the following recommendations.

3. The CCBC should continue its policy to update the circuit clerk case weights every three years by conducting a statewide study of the work-time of clerk staff. This is the only way to ensure the case weights accurately reflect the nature and complexity of the workload and evolving practices and court technology across the state.
4. The CCBC should continue its policy of updating the weighted workload formula annually, using the most recent three-year average number of case filings for the 23 case categories.

## Appendices

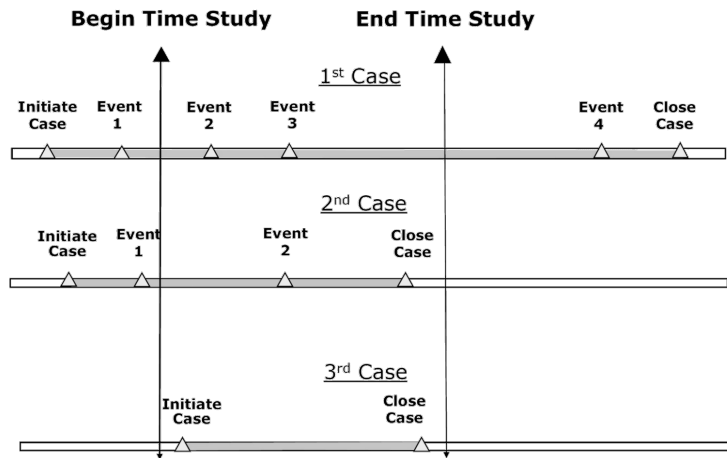
## **Appendix A: Event-Based Methodology**

Event-Based Methodology is designed to take a snapshot of clerical staff activity and compare the time spent on primary case events to the number of cases processed. The study measures the total amount of clerical staff time in an average four-week period devoted to processing each particular category of case for which case weights are being developed. Because this method is a snapshot, few cases actually complete the journey from filing to final resolution during the study period. However, Circuit Clerk offices in each location throughout the state are processing a number of each category of case in varying stages of the case life cycle. For example, during the four-week work-time study period, a given Circuit Clerk office will handle the initiation of a number of new circuit felony cases, while the same office will also have other circuit felony cases (perhaps filed months or years earlier) on the trial docket, and still other circuit felony cases in the post-judgment phase.

Moreover, if the sample period is representative, the mix of activities conducted for each category of case, as well as the time devoted to each type of activity, will be representative of the type of work entering the clerk's office throughout the year. Therefore, data collected during the study period provides a direct measure of the amount of clerical staff time devoted to the full range of key case processing events.

Time data are then combined with new filing numbers. For example, if clerical staff spent 150,000 minutes processing circuit felony cases and there were 250 such cases entered, this would produce an average of 600 minutes (or ten hours) per circuit felony case ( $150,000 \text{ minutes} / 250 \text{ cases}$ ). This ten-hour case weight is interpreted as the average time to process a circuit felony case from filing to final resolution – even though no individual case is tracked from start to finish within the four weeks. Rather, the case weight is a composite of separate (though likely similar) cases observed at various points in the case life cycle. The figure below illustrates the Event-Based Methodology concept.

### Event-Based Time Study



Assume the figure above shows the progress of three separate circuit felony cases during the period of the four-week time study. It is not necessary that cases be tracked from start to finish. Instead, for each category of case examined, the study tracks the time spent on key processing events during each case's life cycle. For example, Case 1 illustrates the time required to process the middle segment of a case's life; Case 2 the time required to process the end segment of a case's life; and Case 3 illustrates the time required to complete an entire case of minimal complexity. When the time spent on each event for these three cases is added together, the result is an estimate of the total amount of time needed to process a case, even though all cases are not tracked from start to finish. In the current study, because the time estimates are based on observations from thousands of individual case events for each case category, the methodology is highly reliable.

## Appendix B: Case Categories and Definitions

### For Clerical Workload Assessment Study

<b>1. General Circuit Civil</b>		
<u>Contract</u> : Breach of contract (CA), promissory note (CB), specific performance (CS), suit on account (CD), contract other (CE).	<u>Extraordinary Remedy</u> : Declaratory judgment (EA), habeas corpus (EB), Injunction (EC), other extraordinary remedy (ED), show cause to enforce jury service (EF), temp. restraining order (EG), unauthorized alien (EI).	<u>Administrative Review</u> : Chapter 536 state agency review (IA), driver's license revocation review (IB), TDN of DOR decision (IC), refuse breath (ID), limit driver privilege (IE), other admin. Review (IF), judicial review of DOR dealer license (IG), CC municipal administrative review disincorporation (IX), CC excess revenue administrative review (IZ).
<u>Tort</u> : Personal injury product liability (TD), personal vehicular injury (TE), personal injury other (TF), property damage (TG), wrongful death (TH), other tort (TI), employment disc. (TJ), public accommodation (TK).	<u>Circuit Civil Miscellaneous</u> : Other miscellaneous actions (X1), incarceration reimbursement (X2), arbitration filed (X4), expunge criminal records (X5), action against garnishee (XA), CAFA forfeit (XB), common law lien petition (XC), contempt (XD), exam judgment debtor (XF), expunge/correct arrest record (XG), out of state witness (XH), replevin (XI), revival of judgment (XK), delinquent city license fee (XL), delinquent city taxes (XM), delinquent county license fee (XN), delinquent county taxes (XO), delinquent sales tax (XP), delinquent state taxes (XQ), personal property taxes (XR), trial de novo (XS), small claims trial de novo (XT), will contest (XU), small claims certified (XV), motion rules (XW), pro forma (XY), tax action other (XZ).	<u>Probate</u> : successor trustee (P3), miscellaneous trust (P5).  <u>Real Estate</u> : Eminent domain/condemnation other (RC), exception (RD), foreclosure (RE), landlord complaint (RF), partition (RG), quiet title (RH), rent and possession (RI), unlawful detainer (RJ), other real estate actions (RK).
<b>2. Time Intensive Circuit Civil/Sexual Predator</b>		
<u>Time Intensive Circuit Civil</u> : Application to enforce mechanics lien (RA), eminent domain/condemnation St (RB), personal injury-federal employment liability (TB), personal injury malpractice (TC).	<u>Sexual Predator</u> : Sexual predator (P6).	
<b>3. Asbestos</b>		
<i>Asbestos (TA), (TQ).</i>		
<b>4. Simple Circuit Civil</b>		
<u>Civil non-case reports</u> : Transcript judgment (NA), mechanics lien (ND),	<u>Circuit Civil Miscellaneous</u> : Collector of revenue tax cases (X3), establishment of	

contraband destruction order (NE), foreign non-case document (NF), cert. of lien-DOR taxes (NJ), search warrant / invest. subpoena (NZ).	charters (XE), Registration of foreign judgment (XI).	
<b>5. Domestic Relations</b>		
<u>Domestic Relations:</u> CS Administrative order with hearing (D1/Q1), CS Contempt (D2/Q2), CS misc. domestic relations (D3/Q3), motion to modify (D4/Q4), paternity (D5/Q5), CS UIFSA initiating (D6/Q6), CS UIFSA responding (D7/Q7), CS URESA initiating (D8/Q8), CS URESA responding (D9/Q9), change of name (DD/QD),	<u>Contempt</u> – domestic relations (DG/QG), dissolution without children (DH/QH), dissolution with children (DI/QI), habeas corpus-domestic (DJ/QJ), legal separation, annulment, separate maintenance (DK/QK), modify registration of foreign order (DL/QL), motion to modify (DM/QM),	Paternity (DN/QN), reg. of foreign judgment custody (DO/QO), Reg. of foreign judgment dissolution (DP/QP), misc. domestic relations (DR/QR), family access motion (DS/QS), set aside paternity judgment (DT/QT), motion to modify paternity (DU/QU), - FC other misc. actions (QX), CC victim name change (DV/QV).
<u>Civil Non-Case Reports:</u> CS Administrative order (NB), CS administrative order modification (NC).		
<b>6. Protection Order</b>		
Adult abuse without stalking (DA/QA), adult abuse stalking (DB/QB), adult abuse extension/modification (DC/QC),	Child protection act (DE/QE), child protection extension/modification (DF/QF), registration of foreign protection order (DQ/QQ)	
<b>7. Associate Civil</b>		
<u>Contract:</u> Breach of contract (CM), promissory note (CN), specific performance (CO), suit on account (CP), contract-other (CQ), contract/account-bulk (CR),	<u>Real Estate:</u> Rent and possession (R1), unlawful detainer (R2), other real estate actions (R3), landlord actions-bulk (R4), application to enforce mechanics lien (RS), eminent domain/condemn St (RT), eminent domain/condemn other (RU), exception (RV), foreclosure (RW), landlord complaint (RX), partition (RY), quiet title (RZ).	<u>Associate Civil</u> <u>Miscellaneous:</u> Tax action other (Y1), misc. associate civil other (Y2), arbitration filed (Y4), expunge criminal records (Y5), action against garnishee (YA), CAFA forfeiture (YB), common law property rel. (YC), contempt (YD), establishment of charters (YE), examination judgment debtor (YF), expunge/correct arrest record (YG), out of state witness (YH), registration of foreign judgment (YI), replevin (XJ), revival of judgment (YK), delinquent city license fee (YL), delinquent city taxes (YM),
<u>Extraordinary Remedy:</u> Declaratory judgment (EO), habeas corpus (EP), injunction (EQ), other extraordinary remedy (ER), show cause to enforce jury service (ET), temporary restraining order (EU).	<u>Tort:</u> Employment discrimination (TO), public accommodation (TP), personal injury federal employment liability (TR), personal injury malpractice (TS), personal injury product liability (TT),	
<u>Administrative Review:</u> Chapter 536 state agency review (IN), DL revocation review (IO), TDN of DOR		

decision (IP), refuse breath (IQ), limit driving privilege (IR), other administrative review (IS), SATOP review (IT).

personal injury vehicular (TU), personal injury other (TV), property damage (TW), wrongful death (TX), other tort (TY), tort damages-bulk (TZ).

delinquent county license fees (YN), delinquent county taxes (YO), delinquent sales tax (YP), delinquent state taxes (YQ), personal property taxes (YR), gun permit appeal (YS), grandparent visitation (YT), owner/lienholder petition property rel (YU).

#### 8. Small Claims

Small Claims: Small claims under \$100 (YV), small claims over \$100 (YW), Petition revocation conceal carry (YX), Conceal carry appeal (YZ).

#### 9. Garnishment and Execution

#### 10. Adoption

Adoption regular (JD/JP), Adoption stepchild (JF/JR), Adoption adult (JG/JS).

#### 11. Abuse & Neglect/Termination of Parental Rights

Abuse & neglect (JC/JO), Termination of parental rights (JE/JO), Permanency planning motion (JH/JT).

#### 12. Juvenile Delinquency/Status Offense

Status offense (JA/JM), Ext. jurisdiction juvenile (JI/JL), reentry of custody offense (JJ/JK), Minor abortion contest (JU).

#### 13. Circuit Felony

CC Felony (F1).

#### 14. Associate Felony

AC Felony (F2).

#### 15. Misdemeanor/Muni Cert./Trial de Novo

CC misdemeanor (M1), AC misdemeanor (M2), CC municipal cert/TDN (MA), CC transfer of probation certification trial de supervision (NG), AC municipal cert/TDN (MB), AC transfer of probation supervision (NH), CC public def. caseload certification trial de motion (NK), County Ordinance – Alcohol & Drug Related Traffic (O1), municipal alcohol and drug related traffic (O3).

#### 16. Traffic/Watercraft/Conservation/Muni. Ord.

Infraction (I2), watercraft violation (M3), conservation violation (M4), FCC motion to withdraw guilty plea (NI), county ordinance parking (O2), Muni parking violation (O4), muni ordinance traffic (O5), muni ordinance other (O6), county ordinance traffic (O7), county ordinance other (O8), Capitol police (OA), CC TR State traffic ticket (T1), AC TR State traffic (T2).

#### 17. Decedent Estate

Supervised with will (PA), supervised without will (PB), Independent with will (PC), Independent without will (PD).

#### 18. Incapacitated/Minor Estate

Conservatorship adult (PN), conservatorship minor (PO), conservatorship LTD adult (PP), dispense with conservatorship minor (PQ), Guardianship adult (PR), guardianship minor (PS), Guardianship LTD adult (PT), guardianship/conservatorship adult (PU), Guardian/conservatorship minor (PV), guardian/conservatorship LTD adult (PW), guardianship



			/conservatorship LTD minor (PY).
<b>19. Simple Probate</b>			
Registration of foreign guardianship/conservatorship adult (G1), registration of foreign guardianship/conservatorship minor (G2), removal of disqual. firearm (P0), guardianship STDBY adult (P1), guardianship STDBY minor (P2),	Trust registration (P4), will filed during lifetime (P7), miscellaneous – non cases (P8), will filed only deceased (P9), refusal of letters creditor (PE), refusal of letters spouse (PF), refusal of letters minor (PG), small estate affidavit with will (PH),	Small estate affidavit without will (PI), determination of heirship (PJ), will admitted or rejected (PK), guardian LTD minor (PL), adversary proced. Jackson Co. (PM), required administration (PX), miscellaneous probate other (PZ).	
<b>20. Involuntary Detention Petition</b>			
Petition 21 day mental health (HB), petition 90 day mental health (HC), petition 180 day mental health (HD),	Petition 1 year mental health (HE), petition ECT treatment (HF), petition 30 day alcohol /drug (HP),	Petition 90 day alcohol/drug (HQ), involuntary del/treatment out of county J (HR).	
<b>21. Application for 96 Hour Detention</b>			
App 96 Hour (HA),	App 96 Hour – mental health (HG),	App 96 Hour – alcohol/drug (HO).	
<b>22. Treatment Court</b>			
DWI court, adult drug court, mental health court, drug court juvenile/family,	child support court, domestic violence court,	veterans treatment court.	
<b>23. Passport Issuance</b>			

## Appendix C: Case-Related Activities and Definitions

### *For Workload Assessment Study*

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#### 1. Case Document Processing

- Processing items in the queue
  - Case initiation
  - Electronically (or otherwise) distributing case documents for review or signature
  - Entering child support cases in MACSS
  - Calling/emailing attorneys due to incorrect e-filing submissions (items put on hold or rejected)
  - Taking case document filings/pleadings over the counter
  - Starting new cases and entering case documents on JIS
  - Starting cases based on jail list or booking register
  - Scanning case documents (pro se, special circumstances)
  - Reviewing case documents for accuracy, completeness, or timeliness
  - Preparing docket sheets
  - Entering/docketing judgments and sentences
  - Copying case documents: certifying, mailing
  - Citations
  - Summons
  - Subpoenas
  - Liens (including mechanics liens)
  - Receipting money to specific cases (cash, money order, credit card, debit account)
  - Applying bond money to a case
  - Refunding money from specific cases
  - Garnishment payouts
  - Judgments (for example, default, summary, transcripts, foreign)
  - Orders (for example, show cause, injunctions, writs, TRO)
  - Commitments
  - Failure to Appear
  - Warrants (Search, Arrest, and Bench)
  - Notices (for example, appeal)
  - Records of Conviction
  - Change of judge requests
  - Change of venue requests
  - Court appointments
    - CASA, Counsel, Guardian ad litem, Next Friend, Receiver.
  - Extradition requests
  - Grand jury documents
  - Interest bearing accounts
  - Master's reports
  - Motions and affidavits in support of request to proceed a poor person
  - Public defender requests
  - Publication in legal newspapers requests
  - Speedy trial requests
  - Transcript preparation requests by OSCA
    - Determining deposit required
    - Coordinating pickup with requesting party
  - Computer down time (*Record only if no other non-computer activity can be done*)
-

## **2. Calendaring**

- Coordinating schedules/parties such as hearings on ex parte motions or mediation services
- Finding and setting suitable hearing and trial dates
- Entering scheduled hearing and trial events on JIS
- Rescheduling hearings that are reset continued et cetera.
- Updating calendars to reflect what occurred at arraignments/hearings
- Creating/printing out court calendars for posting, preparation for court proceedings, and use in the courtroom

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## **3. Records Management**

- Tracking, labeling, and maintaining trial exhibits
- Receiving and maintaining temporary records such as medical or school records
- Maintaining case index and judgment index records
- Creating and reviewing tickler lists for monitoring compliance with case requirements
- Tracking probate cases for submission of annual reports
- Monitoring cases for submission of required answer documents
- Pulling/re-shelving files
- Preparing files for court
- Transferring files within the courthouse
- Transferring files when there is a change in venue
- Bundling related cases (for Family Court)
- Locating misplaced case files
- Certifying/authenticating copies of case documents
- Quality assurance (review of any papers that are scanned to a case)

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## **4. Response to Requests from Public**

- Responding to counter, phone, fax, or e-mail requests for information on a specific case category. For example:
  - Assisting parties on the phone with an inquiry about a misdemeanor case.
  - Answering a question at the counter about a traffic case

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## **5. After Hours and Weekend (Emergency) Case Processing**

- Receiving and processing documents for emergency situations at home
  - Search warrants, Adult abuses ex parte petitions, Mental health commitments,
- Traveling to the court/police station/domestic violence shelter to process documents for emergency situations.

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## **6. Pro Se Assistance**

- Responding to phone or counter requests for information by a PRO SE LITIGANT on a specific case category. For example:
  - Assisting pro se litigants on a specific case category
  - Assisting parties wanting an adult abuse petition or motion for family access order
  - Assisting parties with small estate or small claims questions
  - Responding to phone or counter requests for genealogy information

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## **7. Courtroom Duties (Note includes Jury Services and Post-Judgment Work)**

- Operating sound and/or video recording court proceedings
  - Handling papers
  - Recording and marking exhibits
  - Swearing in witnesses
  - Completing judgments, release documents and other documents in court per judge's instructions
  - Referring defendants to treatment providers at sentencing hearing
  - In-court scanning of documents
  - Copy and save FTR Gold recordings for public and attorneys
  - Scanning documents created in court
  - Assembling and seating jurors for voir dire on day trial begins
  - Motions to modify
  - Probation violations and other post judgment hearings
  - Scheduling, referring and monitoring defendants performing community services (in courtroom)
  - Finding and setting suitable trial events on JIS (in courtroom)
  - Other post judgment activity occurring within the court room
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**8. Coordination of Interpreters**

- Contacting, scheduling, reimbursing interpreters/translators; docketing petition filing, hearing, interpreter appointment, fees/expenses.
- 

**9. Treatment Court Activities**

- *Case Document Processing*
    - Setting up new treatment court (confidential) files
    - Starting new treatment court cases and entering programs on JIS
    - Entering the RANT on JIS
    - Processing LDP petitions and case maintenance
    - Optically scanning case documents
    - Reviewing case documents for accuracy, completeness, or timeliness
    - Preparing docket sheets
    - Filing documents into case files
    - Copying case documents
    - Orders (for example, show cause)
    - Warrants (on criminal case)
    - Notices (for example, termination hearings)
    - Closing the treatment court case
  - *Calendaring*
    - Entering/docketing hearings on JIS
    - Rescheduling hearings that are reset/continued
  - *Record Management*
    - Preparing files for staffing/court
    - Entering/recording correspondence from criminal justice/treatment agencies
  - *Response to Requests from Public*
    - Responding to counter, phone, fax, or e-mail requests for information on a specific case category. For example:
      - Assisting parties on the phone with an inquiry about a treatment court case
      - Answering a question at the counter about a treatment court case
  - *Courtroom Duties*
    - Ensuring hearings are recorded and documented properly
    - Completing documents in court
  - *Coordination of Interpreters*
    - Contacting, scheduling, reimbursing interpreters/translators; docketing petition filing, hearing, interpreter appointment, fees/expenses.
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## Appendix D: Non-Case-Related Activities and Definitions

### *For Workload Assessment Study*

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#### 1. General Customer Service

Covering counter for general questions; answering phones, responding to correspondence, publishing; monitoring and maintaining material on a web site, organizing, ordering and stocking forms for public use; assisting with weddings; directing “traffic;” handling media requests; copying tapes for public requests; handling complaints; lost and found.

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#### 2. Financial Processing (includes Jury Services)

Disbursement/distribution of revenue and trust funds; adjustments; daily account verification; end-of-day reconciliation; bank reconciliation and related activities (such as clearing checks in JIS, clearing deposits in JIS); month-end processing; preparing bank deposits; fund transfers; forged checks; working with state auditor; adjustments from bank deposits/returned checks; applying credit card money (JIS); performing voids and re-receipting

Jury work **NOT** associated with a specific case; processing jury qualification questionnaires and supplemental questionnaires, creating jury panels, monthly jury draws, processing jury correspondence, processing jury attendance sheets, and processing juror payment documents

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#### 3. Personnel Supervision

Processing leave requests; recruiting, hiring and terminating staff; answering general staff questions; providing formal and informal feedback to staff; monitoring use of family medical leave; motivating and mentoring staff; providing informal one-on-one instruction to staff; providing or receiving group instruction on changes to local procedures; conducting and attending staff meetings; completing and reviewing time sheets; processing worker’s compensation claims; communicating with OSCA on personnel matters; processing SAM II entries; assigning and tracking identification cards, keys and key cards; acting as payroll designee; handling disciplinary actions.

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#### 4. Day-to-Day Management

Responding to requests (public records, OSCA judicial transfer requests); report review and preparation; budget/payable/vouchers processing; office management; providing and receiving computer technology and JIS support; computer “down time;” processing mail; creating new forms; coordinating staff coverage; creating forms; court support; public outreach; justice system coordination; participation in regional or statewide projects.

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#### 5. Office Management

Maintaining inventory, ordering supplies, managing facilities and equipment, developing new forms, coordinating staff and volunteers, etc.

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#### 6. Community Activities

Includes time spent on community and civic activities associated with your role in the courts.

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#### 7. Training and Staff Development

Attending in-service training, new employee orientation, national or local conferences. Include traveling to training/conference.

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#### 8. Work-Related Travel

All time associated with reimbursable work related travel, such as travel to post office, bank, prison/detention center, mental hospital or other locations, off-site storage, off-site committee meetings.

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**9. Leave Time**

Vacation, sick, military, bereavement leave; jury duty; leave without pay; comp time.

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**10. Treatment Court**

Communicating with other team members or treatment staff/providers/criminal justice agencies; attending staffing or management team meetings; responding to participants in person on the phone or via email; tracking financial balances owed by participants, paying bills, or submitting financial records to OSCA; attending graduations and other social events, including buying incentives and snacks; travel to treatment court in other counties; preparing grants or reports for outside agencies; preparing/maintaining treatment court forms, manuals, handbooks; drug testing/monitoring; collaborating with community agencies; coordinating alumni group and activities.

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**11. NCSC Time Study Data Reporting/Entry**

Record time spent each day to record and log the time for the weighted workload study

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## Appendix E: Adequacy of Time Survey Results

The Adequacy of Time Survey was completed by 719 of 1,798 employed clerk staff employees (40%) at the time the survey was available.

### All Case Categories – Average Overall Scores

Case Category	Average Score
1. General Circuit Civil Cases	3.55
2. Time Intensive Circuit Civil/Sexual Predator Cases	3.46
3. Asbestos Cases	3.55
4. Simple Circuit Civil Cases	3.57
5. Domestic Relations Cases	3.44
6. Protection Orders	3.48
7. Associate Civil/Small Claims Cases	3.63
8. Garnishments and Executions	3.58
9. Adoptions	3.49
10. Abuse & Neglect/Termination of Parental Rights	3.46
11. Juvenile Delinquency/Status Offenses	3.47
12. Circuit Felonies	3.35
13. Associate Felonies	3.33
14. Misdemeanor/Municipal Cert./Trial de Novo	3.39
15. Traffic/Watercraft/Conservation/Municipal Ord.	3.41
16. Decedent Estates	3.41
17. Incapacitated/Minor Estates	3.37
18. Simple Probate Cases	3.46
19. Involuntary Detention Petitions	3.57
20. Applications for 96-Hour Detention Cases	3.57
21. Treatment Court Admissions	3.44
22. Passport Issuance	3.68
Non-Case-Related Activities	3.12

## Adequacy of Time Survey Results

### Case-Related Clerk and Support Staff Activities by Case Category

#### Case Document Processing

During the course of a normal workweek, do you have sufficient time to address the **case document processing** aspects of your job?

	I almost never have enough time		I usually have enough time		I almost always have enough time	Average Score
<i>Rating Scale</i>	1	2	3	4	5	
1. General Circuit Civil Cases	18	55	172	48	88	3.35
2. Time Intensive Circuit Civil/Sexual Predator Cases	11	10	63	14	26	3.27
3. Asbestos Cases	7	4	24	5	12	3.21
4. Simple Circuit Civil Cases	15	43	137	38	86	3.43
5. Domestic Relations Cases	34	59	128	46	75	3.20
6. Protection Orders	23	43	106	32	70	3.30
7. Associate Civil/Small Claims Cases	25	34	114	39	83	3.41
8. Garnishments and Executions	26	20	101	25	54	3.27
9. Adoptions	10	17	66	15	30	3.28
10. Abuse & Neglect/Termination of Parental Rights	13	30	62	18	32	3.17
11. Juvenile Delinquency/Status Offenses	10	27	56	19	28	3.20
12. Circuit Felonies	40	64	136	46	58	<b>3.05</b>
13. Associate Felonies	21	30	59	30	35	3.16
14. Misdemeanor/Municipal Cert./Trial de Novo	41	73	113	55	70	3.11
15. Traffic/Watercraft/Conservation/Municipal Ord.	39	62	83	40	49	<b>2.99</b>
16. Decedent Estates	21	25	57	20	16	<b>2.89</b>
17. Incapacitated/Minor Estates	22	30	58	19	12	<b>2.78</b>
18. Simple Probate Cases	16	25	66	19	27	3.10
19. Involuntary Detention Petitions	8	11	40	11	17	3.21
20. Applications for 96 Hour Detention Cases	10	15	60	12	32	3.32
21. Treatment Court Admissions	5	8	19	5	12	3.22
22. Passport Issuance	3	10	41	9	27	3.52
<b>Case Category Composite Score</b>						<b>3.20</b>



## Calendaring

During the course of a normal workweek, do you have sufficient time to address the <b>calendaring</b> aspects of your job?						
	I almost never have enough time		I usually have enough time		I almost always have enough time	Average Score
<i>Rating Scale</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	
1. General Circuit Civil Cases	11	44	155	37	82	3.41
2. Time Intensive Circuit Civil/Sexual Predator Cases	6	17	61	8	32	3.35
3. Asbestos Cases	4	1	20	2	11	3.39
4. Simple Circuit Civil Cases	9	27	136	29	68	3.45
5. Domestic Relations Cases	15	43	132	32	81	3.40
6. Protection Orders	11	37	101	26	71	3.44
7. Associate Civil/Small Claims Cases	13	26	116	25	82	3.52
8. Garnishments and Executions	14	21	85	15	54	3.39
9. Adoptions	5	15	66	14	32	3.40
10. Abuse & Neglect/Termination of Parental Rights	7	25	65	15	37	3.34
11. Juvenile Delinquency/Status Offenses	6	22	60	15	33	3.35
12. Circuit Felonies	19	50	129	39	65	3.27
13. Associate Felonies	11	24	65	26	27	3.22
14. Misdemeanor/Municipal Cert./Trial de Novo	24	54	130	34	72	3.24
15. Traffic/Watercraft/Conservation/Municipal Ord.	28	44	89	34	59	3.20
16. Decedent Estates	9	23	58	21	24	3.21
17. Incapacitated/Minor Estates	11	26	57	24	21	3.13
18. Simple Probate Cases	8	20	66	21	29	3.30
19. Involuntary Detention Petitions	2	12	43	12	18	3.37
20. Applications for 96 Hour Detention Cases	6	13	57	16	31	3.43
21. Treatment Court Admissions	4	9	18	5	10	3.17
22. Passport Issuance	2	7	41	7	26	3.58
<b>Case Category Composite Score</b>						<b>3.34</b>

## Records Management

During the course of a normal workweek, do you have sufficient time to address the <b>records management</b> aspects of your job?						
	I almost never have enough time		I usually have enough time		I almost always have enough time	Average Score
<i>Rating Scale</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	
1. General Circuit Civil Cases	31	46	118	27	70	3.20
2. Time Intensive Circuit Civil/Sexual Predator Cases	15	19	46	14	15	<b>2.95</b>
3. Asbestos Cases	8	5	17	3	11	<b>3.09</b>
4. Simple Circuit Civil Cases	30	38	92	25	62	3.21
5. Domestic Relations Cases	38	56	90	30	59	<b>3.06</b>
6. Protection Orders	28	35	76	22	57	3.21
7. Associate Civil/Small Claims Cases	34	28	84	27	63	3.24
8. Garnishments and Executions	24	26	66	18	47	3.21
9. Adoptions	20	23	49	6	27	<b>2.98</b>
10. Abuse & Neglect/Termination of Parental Rights	21	27	46	11	27	<b>2.97</b>
11. Juvenile Delinquency/Status Offenses	21	28	42	11	24	<b>2.91</b>
12. Circuit Felonies	42	59	102	29	51	<b>2.96</b>
13. Associate Felonies	23	32	49	17	25	<b>2.92</b>
14. Misdemeanor/Municipal Cert./Trial de Novo	40	67	91	34	54	<b>2.98</b>
15. Traffic/Watercraft/Conservation/Municipal Ord.	38	53	63	32	45	<b>2.97</b>
16. Decedent Estates	19	24	42	14	16	<b>2.86</b>
17. Incapacitated/Minor Estates	19	28	43	14	14	<b>2.80</b>
18. Simple Probate Cases	15	21	45	15	21	<b>3.05</b>
19. Involuntary Detention Petitions	7	8	35	6	16	3.22
20. Applications for 96 Hour Detention Cases	9	8	46	13	24	3.35
21. Treatment Court Admissions	5	12	11	5	6	<b>2.87</b>
22. Passport Issuance	7	6	27	5	23	3.46
<b>Case Category Composite Score</b>						<b>3.07</b>

### Response to Requests from the Public

During the course of a normal workweek, do you have sufficient time to address the <b>response to requests from the public</b> aspects of your job?						
	I almost never have enough time		I usually have enough time		I almost always have enough time	Average Score
<i>Rating Scale</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	
1. General Circuit Civil Cases	18	47	128	28	90	3.40
2. Time Intensive Circuit Civil/Sexual Predator Cases	9	18	54	14	20	3.16
3. Asbestos Cases	4	5	21	4	16	3.46
4. Simple Circuit Civil Cases	16	34	100	27	80	3.47
5. Domestic Relations Cases	30	46	111	26	79	3.27
6. Protection Orders	24	42	79	25	64	3.27
7. Associate Civil/Small Claims Cases	20	28	95	26	93	3.55
8. Garnishments and Executions	13	29	77	18	70	3.50
9. Adoptions	14	19	49	9	32	3.21
10. Abuse & Neglect/Termination of Parental Rights	10	24	52	8	36	3.28
11. Juvenile Delinquency/Status Offenses	11	24	47	8	33	3.23
12. Circuit Felonies	24	62	114	26	64	3.15
13. Associate Felonies	18	29	56	18	30	<b>3.09</b>
14. Misdemeanor/Municipal Cert./Trial de Novo	26	57	116	28	64	3.16
15. Traffic/Watercraft/Conservation/Municipal Ord.	26	42	87	26	59	3.21
16. Decedent Estates	10	20	55	12	26	3.20
17. Incapacitated/Minor Estates	10	20	57	11	25	3.17
18. Simple Probate Cases	11	19	61	13	28	3.21
19. Involuntary Detention Petitions	4	9	40	7	18	3.33
20. Applications for 96 Hour Detention Cases	8	11	57	9	28	3.34
21. Treatment Court Admissions	3	8	15	5	10	3.27
22. Passport Issuance	4	7	32	5	27	3.59
<b>Case Category Composite Score</b>						<b>3.30</b>

### After-Hours and Weekend Case Processing

During the course of a normal workweek, do you have sufficient time to address the <b>after-hours and weekend case processing</b> aspects of your job?						
	I almost never have enough time		I usually have enough time		I almost always have enough time	Average Score
<i>Rating Scale</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	
1. General Circuit Civil Cases	8	11	53	11	47	3.60
2. Time Intensive Circuit Civil/Sexual Predator Cases	6	2	26	8	19	3.52
3. Asbestos Cases	3	1	12	3	7	3.38
4. Simple Circuit Civil Cases	7	9	47	11	32	3.49
5. Domestic Relations Cases	9	15	57	13	40	3.45
6. Protection Orders	18	18	48	19	51	3.44
7. Associate Civil/Small Claims Cases	9	7	41	11	45	3.67
8. Garnishments and Executions	9	5	41	9	38	3.61
9. Adoptions	5	4	28	6	21	3.53
10. Abuse & Neglect/Termination of Parental Rights	8	8	32	9	22	3.37
11. Juvenile Delinquency/Status Offenses	7	8	26	9	21	3.41
12. Circuit Felonies	11	24	67	16	50	3.42
13. Associate Felonies	4	16	37	12	26	3.42
14. Misdemeanor/Municipal Cert./Trial de Novo	8	24	67	21	57	3.54
15. Traffic/Watercraft/Conservation/Municipal Ord.	8	17	44	22	56	3.69
16. Decedent Estates	4	9	31	10	20	3.45
17. Incapacitated/Minor Estates	4	10	31	11	19	3.41
18. Simple Probate Cases	4	8	34	10	21	3.47
19. Involuntary Detention Petitions	2	6	24	8	18	3.59
20. Applications for 96 Hour Detention Cases	6	11	35	8	25	3.41
21. Treatment Court Admissions	3	2	7	4	6	3.36
22. Passport Issuance	6	3	20	5	13	3.34
<b>Case Category Composite Score</b>						<b>3.48</b>

**Pro-se Assistance**

During the course of a normal workweek, do you have sufficient time to provide <b>pro-se assistance</b> ?						
	I almost never have enough time		I usually have enough time		I almost always have enough time	Average Score
<i>Rating Scale</i>	1	2	3	4	5	
1. General Circuit Civil Cases	10	37	101	31	70	3.46
2. Time Intensive Circuit Civil/Sexual Predator Cases	6	7	42	11	20	3.37
3. Asbestos Cases	4	1	20	3	10	3.37
4. Simple Circuit Civil Cases	8	27	90	27	65	3.53
5. Domestic Relations Cases	24	53	92	30	63	3.21
6. Protection Orders	23	39	71	26	52	3.21
7. Associate Civil/Small Claims Cases	17	28	89	21	77	3.49
8. Garnishments and Executions	14	26	69	21	51	3.38
9. Adoptions	4	24	34	7	26	3.28
10. Abuse & Neglect/Termination of Parental Rights	6	16	40	8	26	3.33
11. Juvenile Delinquency/Status Offenses	6	15	40	7	24	3.30
12. Circuit Felonies	14	34	89	17	57	3.33
13. Associate Felonies	12	16	47	12	34	3.33
14. Misdemeanor/Municipal Cert./Trial de Novo	15	32	101	21	67	3.39
15. Traffic/Watercraft/Conservation/Municipal Ord.	13	30	76	19	61	3.43
16. Decedent Estates	7	19	45	9	23	3.21
17. Incapacitated/Minor Estates	8	21	44	11	23	3.19
18. Simple Probate Cases	11	20	49	12	24	3.16
19. Involuntary Detention Petitions	4	8	34	8	16	3.34
20. Applications for 96 Hour Detention Cases	10	9	45	10	28	3.36
21. Treatment Court Admissions	3	4	14	3	6	3.17
22. Passport Issuance	1	7	35	3	17	3.44
<b>Case Category Composite Score</b>						<b>3.33</b>

### Courtroom Duties

During the course of a normal workweek, do you have sufficient time to attend to your <b>courtroom duties</b> ?						
	I almost never have enough time		I usually have enough time		I almost always have enough time	Average Score
<i>Rating Scale</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	
1. General Circuit Civil Cases	9	20	101	16	66	3.52
2. Time Intensive Circuit Civil/Sexual Predator Cases	3	15	47	9	23	3.35
3. Asbestos Cases	1	2	24	3	11	3.51
4. Simple Circuit Civil Cases	8	15	83	15	52	3.51
5. Domestic Relations Cases	15	27	88	18	66	3.43
6. Protection Orders	19	23	65	17	60	3.41
7. Associate Civil/Small Claims Cases	13	15	61	14	64	3.60
8. Garnishments and Executions	9	8	54	8	46	3.59
9. Adoptions	4	16	53	7	35	3.46
10. Abuse & Neglect/Termination of Parental Rights	4	17	56	10	35	3.45
11. Juvenile Delinquency/Status Offenses	4	13	51	8	36	3.53
12. Circuit Felonies	15	40	83	18	61	3.32
13. Associate Felonies	12	16	37	13	32	3.34
14. Misdemeanor/Municipal Cert./Trial de Novo	19	35	83	24	71	3.40
15. Traffic/Watercraft/Conservation/Municipal Ord.	17	31	57	22	57	3.39
16. Decedent Estates	5	13	38	10	32	3.52
17. Incapacitated/Minor Estates	5	15	39	12	32	3.50
18. Simple Probate Cases	5	15	40	11	32	3.49
19. Involuntary Detention Petitions	3	8	28	5	23	3.55
20. Applications for 96 Hour Detention Cases	4	11	33	6	28	3.52
21. Treatment Court Admissions	1	5	17	5	7	3.34
<b>Case Category Composite Score</b>						<b>3.46</b>

### Coordination of Interpreters

During the course of a normal workweek, do you have sufficient time to attend to duties associated with the coordination of interpreters?						
	I almost never have enough time		I usually have enough time		I almost always have enough time	Average Score
<i>Rating Scale</i>	1	2	3	4	5	
1. General Circuit Civil Cases	16	11	74	19	277	4.34
2. Time Intensive Circuit Civil/Sexual Predator Cases	20	7	37	16	278	4.47
3. Asbestos Cases	17	5	26	9	296	4.59
4. Simple Circuit Civil Cases	18	11	58	18	273	4.37
5. Domestic Relations Cases	23	16	65	24	267	4.26
6. Protection Orders	23	14	50	20	273	4.33
7. Associate Civil/Small Claims Cases	16	13	49	18	285	4.43
8. Garnishments and Executions	13	13	44	16	287	4.48
9. Adoptions	19	7	38	12	284	4.49
10. Abuse & Neglect/Termination of Parental Rights	19	8	39	15	276	4.46
11. Juvenile Delinquency/Status Offenses	18	7	38	16	286	4.49
12. Circuit Felonies	23	16	71	28	260	4.22
13. Associate Felonies	15	5	43	18	139	4.19
14. Misdemeanor/Municipal Cert./Trial de Novo	20	20	70	38	259	4.22
15. Traffic/Watercraft/Conservation/Municipal Ord.	21	16	55	35	268	4.30
16. Decedent Estates	19	9	32	13	293	4.51
17. Incapacitated/Minor Estates	19	9	32	14	294	4.51
18. Simple Probate Cases	18	9	34	14	293	4.51
19. Involuntary Detention Petitions	19	5	27	10	298	4.57
20. Applications for 96 Hour Detention Cases	18	8	32	12	295	4.53
21. Treatment Court Admissions	15	7	21	8	301	4.63
22. Passport Issuance	16	4	26	10	294	4.61
<b>Case Category Composite Score</b>						<b>4.43</b>

### Treatment Court Activities

During the course of a normal workweek, do you have sufficient time to attend to treatment court activities?						
	I almost never have enough time		I usually have enough time		I almost always have enough time	Average Score
<i>Rating Scale</i>	1	2	3	4	5	
21. Treatment Court Admissions	34	40	69	24	96	3.41
<b>Case Category Composite Score</b>						<b>3.41</b>

## Appendix F: Circuit Clerk Survey Results

### Purpose of Survey

At the January 6, 2017 meeting, CWWL Work Group members raised a concern regarding the varying degrees to which Circuit Clerks engage in case processing activities, thus detracting from their ability to engage in administrative duties associated with their role as Circuit Clerk. This information has direct relevance on FTE levels associated with Circuit Clerks in the staffing needs model. To this end, the NCSC launched a short survey of Missouri Circuit Clerks asking the questions below. The questionnaire was made available to Circuit Clerks on January 11, 2017 and the results were downloaded on January 26, 2017.

1. As Circuit Clerk, do you routinely engage in case processing work?  
Yes/No
  - a. If yes, approximately how many hours per week are dedicated to case processing work (e.g., work that is typically done by court clerks)
2. Do you generally work more than 40 hours per week?  
Yes/No
  - a. If yes, what is the approximate number of hours beyond 40 that you work at the Circuit Clerk's Office?
3. Is there work that regularly gets set aside or put off that you feel you should be doing?  
Yes/No
  - a. If yes, please list those activities that you are unable to attend to on a regular basis (e.g., management reports, quality assurance assessments, etc.)

Eighty-six Circuit Clerks responded to the survey. The following pages of this report provide the responses to the questions above, along with comments received.



## How many Circuit Clerks engage in case processing activities, and what is the average number of hours per week?

### As Circuit Clerk, do you routinely engage in case processing work?

Answer Options	Response Percent	Response Count
Yes	84.9%	73
No	15.1%	13

### If yes, approximately how many hours per week are dedicated to case processing work (e.g., work that is typically done by court clerks)?

Seventy-three respondents indicated “yes,” but 74 provided estimates or verbal responses. Sixty-two respondents provided an estimated number of case processing hours worked per week, while 12 provided their estimate in writing. Responses ranged from a low of 3.5 hours per week to a high of 50 hours per week (when respondents provided a range, like 5-10 hours per week, I selected the mid-point, or 7.5 hours).

**Mean** number of case processing hours worked per week: 15.8

**Median** number of case processing hours worked per week: 27.5

**Modal** number of case processing hours worked per week: 30

### Comments:

- ALOT!!! I lost a full time civil clerk position back in 2013, right before we went on e-filing. There was no one to fill that position but me. So with that being said, I am doing the work of a full time Civil clerk that does all Circuit and Associate Civil, Jury duty, Juvenile, Domestic, Small Claims and everything else in between. AND doing the work of a Circuit Clerk. Not sure how much longer this can go on. Really thinking about hanging it up. Just not worth the stress.
- It depends on who is gone and what court cases are on the docket – it varies each week.
- I do check the queue every other day and I run calendars, check docket entries when looking into pending cases to see if they are going to go - trying to schedule.
- The whole time unless I’m in court or working on juror questionnaires.
- (Estimate of 35 hours) is case processing and probably more.. I’ve never kept track. I am 100% responsible for probate and circuit criminal work. I cover when necessary for domestic, traffic, civil, jury and juvenile.
- I am in an office of 3 so I work on case processing every day.
- In enter all child support judgments, modifications, updates, etc. in MACSS.
- I only initiate drug court cases and if no one else is her to do it, which is not often.
- I work on case processing daily. I also deal with the public coming in and answer the phones as well so I cannot put a number on the hours per week. We are a small county so we have to be able to process cases, clerk in the courtroom, schedule cases, answer the phone, deal with the public, whatever comes in we all handle, myself included. I am also the Recorder of Deeds, so have those responsibilities as well.

- 90% of my week is processing cases. I process all Circuit Civil cases, including DR. I process all child support; all adult abuse cases and I also process all jury work. I also serve as back up to any clerk that is out of the office.
- Depends on the day. Once Court is over, I do all the fee bills, Sentencing paperwork, and preparation of court costs to state and/or defendant and closing financially of all cases.
- Depends on how many court clerks I have out of the office and how much court is going on.
- 

### How many Circuit Clerks generally work more than 40 hours per week?

#### Do you generally work more than 40 hours per week?

Answer Options	Response Percent	Response Count
Yes	75.6%	65
No	24.4%	21

Sixty-five respondents indicated “yes,” but 70 provided estimates or verbal responses. Sixty-one respondents provided an estimated number of extra hours worked per week (over 40), while six provided their estimate in writing (one provided both). Responses ranged from a low of 4 extra hours per week to a high of 27.5 extra hours worked per week (when respondents provided a range, like 5-10 hours per week, I selected the mid-point, or 7.5 hours).

**Mean** number of additional hours worked per week: 9.8

**Median** number of additional hours worked per week: 10

**Modal** number of additional hours worked per week: 10

#### Comments:

- 5-10. I need to work more, but I have a family that needs me too. I also have email on my phone that I check & take care of often, staff calls or text me after hours.
- At the Circuit Clerk, I feel I should be the one to carry the after hours. So, I do not allow my deputies to stay overtime, unless I am absent (Which is not very often).
- Only when necessary. When something occurs that requires someone to stay late or come in - that's me, regardless of whether it's filing an Adult Abuse, a 24Hr hold etc. My staff does not get paid enough to be "on call" for those things.
- There are weeks when I work after hours in order to complete reports and get things done as needed, but not every week.
- I don't ROUTINELY work more than 40 hours, but there are many times throughout the year when I need to work 45-50 hours per week.
- Depends on court. A court clerk or myself has to stay until court is over.

## What work, if any, gets put off or set aside by Circuit Clerks?

### Is there work that regularly gets set aside or put off that you feel you should be doing?

Answer Options	Response Percent	Response Count
Yes	88.4%	76
No	11.6%	10

Seventy-six participants answered this question affirmatively; however, 75 provided comments. There are a range of activities that are either not getting done on a routine basis or are getting put off fairly regularly. Respondents often provided multiple examples of work that falls into these categories, so that the categories have not been summarized numerically, but the comments are provided below. *Management reports, quality assurance reports, bank reconciliation and other financial work appear to be the most commonly cited areas of work that are difficult to keep up with.*

#### Comments:

Accounting such as taking care of old outstanding checks; researching and paying out old open items; management reports, attending meetings.

Accounting, month end balancing, reports, maintaining up to day work

Admin duties, bill of costs, jury, probate notices, verifications, financials.

All of the above, management reports, account reports, really running any type of report I don't have time to do. Quality assurance does not get done, there is no time.

Although I do not regularly do case processing work (I do not have a dedicated case load), I do help out when our workload exceeds clerk capacity. Therefore, there are times when management reports and other clerk of court duties have to be put on "hold" until I have time to do them. I do not work over 40 hours per week unless there are extenuating circumstances.

Bank rec.

Bank rec, workflow management visits to each division to ensure flow is being done the efficiently, annual evaluations of supervisors.

Bank Reconciliations, Reports, scanning, record preservation....

Being able to learn areas of my office where I depend upon deputy clerks to handle; clerk colleges & conferences.

Budgeting, new Judicial Building planning, workload assignment, reports, paying bills, employee issues.

Completing accounting procedures on a timely basis, including reports generated monthly, open items, etc. It became easier to complete the reports when e-Filing started, but, occasionally, will have to wait to complete if courtroom duties become excessive or lack of personnel happens. Also, scanning closed JIS files only happens when I have spare time. Have recently obtained special assistance to help with the backlog of closed JIS files.

Destruction/retention of documents. Spending time with various clerks to learn what they do and help new deputy clerks with their duties.

Financial reports to include open items & bonds cleanup; Reporting Log exception cleanup; ALL COGNOS management reports.

Financials, outstanding checks, returned phone calls, etc.

Finding time for management reports, training new clerks, answering my e-mails, training classes, which is a big problem, because we are a small office and must know how to process all types of cases, including child support. Scheduling vacations is a problem because I have only 1 full time clerk and a 20

hr. a week clerk. I am a full time case processing, working Circuit Clerk. If I am out of the office, I must work extra hours to complete the backlog we have from being gone.

I don't have time to run, review, and manage all of the reports that need attention regularly. I don't have time to review the work of my staff regularly as I would like to do. I don't have enough time to manage all of the records retention projects that need attention.

I have no time for actual "circuit clerk" work such as management reports, reading information to relay to clerks, etc.

I never have time to run management reports or do the day-to-day management that my office requires. That stuff just gets put on the back burner. Coping stuff for Child Support almost always never gets done on a timely basis. More important things to do. I could go on and on about work, reports, management, etc. that just doesn't get done because there are just not enough hours in the day.

I prioritize as to what needs done that day and the rest waits.

I rarely print management reports, do not perform quality assurance assessments. Financial/bank reconciliation gets pushed aside until time allows. I need time to research COR 8 for retention & destruction etc., etc., etc.

Mainly management reports; I feel my customer service suffers

Management activities of all kind. To busy working in courtroom, or other work related activities.

Management report, quality assurance, performance evaluation, training, motivation

Management Reports, quality assurance verification, personnel reviews, training

Management Reports.

Management reports.

Management reports.

Management reports.

Management reports, Financial report, Employee relations.

Management reports and quality assurance assessments.

Management Reports are the biggie for me. And I understand the importance of them, but I just literally do not have time to do the monthly reports like I should. Also, bank recs get pushed back and then I am scrambling and coming in on weekends to get those done. Usually, I will come in and do jury work over the weekend as well. Most days I feel like I am in a "triage" mode.

Management reports for sure. Bank rec financials, sending bill of costs into DOC for reimbursement for county jail.

Management reports including quality assurance assessments

Management reports mainly

Management reports mostly - watching open items closer - organizing better

Management reports, bank reconciliation, quality control

Management reports, bills of costs, accounting--approving electronic cashier's sessions and clearing them, verifying.

Management reports, daily and monthly accounting, problem logs & request for copies of cases. Unable to attend our regional meetings most of the time. There are only four of us in this office and when I have to be a full time court clerk I do not have adequate time to do the administrative duties as I need to but yet I still have to do those as well as keeping up with case processing, courtroom duties etc. That is why I work a lot of hours and still struggle to keep up. I have three clerks that work extremely hard and do not feel I can add anymore to their load. I cannot keep staff because of the pay, stress and work volume. I am constantly training new staff. Thank you for the opportunity to put this in writing and let someone know.

Management reports, day to day tasks required of the Circuit Clerk.

Management reports, employee assessments quality assurance assessments.

Management reports, financial reports, overview of the case flow in the office, personnel reviews, new clerk training and assessment, webinars of new JIS, etc.

Management reports, HR work, Court Clerk College, Circuit Clerk Convention, Recorder of Deeds Convention.

Management reports, human resources, quality assurance.

Management Reports, Personnel Meetings, quality assurance

Management reports, proofing/scanning case files that I work on, supervising clerk disagreements, etc.

Management reports, quality assurance and special projects that the judges would like.

Management reports, quality assurance assessments (including verifying documents that have been scanned are maintained in Court file), unable to attend meetings - including educational meetings, legislative meetings, association meetings. Unable to read emails thoroughly. MUST prioritize and work that can be put off, ALWAYS gets put on the back burner until "someday".

Management reports, regulating staff and duties.

Management reports, reviews/employee assessments, reconciliation of various bank accounts, filing of administrative documents, random quality checks, staff meetings and updates, implementation of approved/improved processes, developing of local forms, answering of non emergency questions, resolving ID issues, I could literally go on and on.

Management reports, staff evaluations, unclaimed funds, cross training staff.

Mostly management reports, financials.

Overall, the very high volume of work that falls under my responsibility.

Personnel evaluations, management reports regarding personnel and case processing, administrative duties in all areas.

Personnel reviews, training, timely management reports, internal financial audits, case management audits, office organization reviews, timely preservation scheduling and auditing, web page management, microfilm indexing, back scanning, public relations activities, communications with judges, 100% committee attendance, focusing on committee commitments, creating of training tools for CCC, staying on top of CCHB changes. Wearing many hats is part of the job, but not being able to get our duties accomplished on a DAILY basis due to being short staffed is unacceptable.

Problem logs, management reports, quality assurance.

Quality assurance monitoring, staff evaluations, policy updates

Quality assurance of cases, calendar management, training of staff.

Quality assurance; management reports; additional training.

Reconcile bank statements (behind 9 months), clearing stale dated checks, cleaning up error logs that were given to us when we started e-filing, submitting funds to State Unclaimed, organizing financial records, record retention, scanning open/closed cases, dispose of old unpaid traffic tickets, management reports. I don't feel like I am very sufficient as the Circuit Clerk. I have to juggle my time between processing my case load (juvenile, circuit and associate civil, traffic tickets, going to court, jury trials, answer the phone, counter help, records requests, accept payments, process work in the queue/emails, assist with circuit and associate criminal, etc.) There are 6 clerks in my office, with only 3 of us who work 40+ hours (me being one of them). The 3 full time clerks have to pitch in and help the other 3 since they are part time (because the CWWL dictates how many hours they can work), which puts us behind on our work. Then the other 2 full time clerks end up with comp time. (I don't receive comp time and I don't take much time off because I feel like I don't have the time to take off because my work doesn't get done while I'm gone.) I'm not able to participate in conferences because of staffing issues. It is also frustrating that clerk salaries are the same across the board and some of us have to really work for it. The same goes for the clerks.

Record retention and getting older files in order for retention. Accounting issues such as going thru open items. Many duties could be completed with extra time. I stay over just to complete needed case processing.

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Reports - ha never do those, never have time. My staff does some reports, but those are all put on the back burner. There are a lot of Circuit Clerk duties, that may be done only once - but they are projects that I can't even get started: Follow up on updating our panic buttons, Courtroom Audio, Electronic signs for lobby, several changes that relate to a circuit change, files to have scanned that are older than JIS, old files to look up for people. Regular basis: child support reports to get reimbursed, HR issues to deal with. Never get to do reviews for employees.

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Reports - In general, I don't run them.; Bill of Costs - I cannot keep up with them. General organization of paperwork.

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Reports, jury work, approval of end of month bank accounts, anything that does not have to be done today, gets in a stack and done as can get to.

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Reviewing case age reports; reviewing other management and statistical reports; etc.

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Scheduling regular staff meetings, management reports quality assurance assessments, responding timely to e-mails.

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Staff development; bank reconciliations; bills of costs; case party fee reports; management Reports; quality assurance assessments; staff development.

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Staffing reviews, checking work of staff, reports recommended to be checked daily or weekly.

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State billing, employee evaluation, management reports, bank reconciliation, and probably many other things.

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There are reports such as the Duplicate A&D code reports, the Open Items reports, Cases that are still scheduled report. There are a few tasks that I Wanted to get done last year that did not happen such as getting the Unclaimed funds paid out, getting bids for microfilming, disposing of some records that are ready to be gone. I just need more help!

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Training to keep with up JIS, quality assurance, management reports ( I usually have supervisors share this task) budget concerns - my chief deputy does most of the work, management meetings for all my offices, political activities relating to the job, management review hearings.

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When I am stuck in jury trials, law days, etc. I get behind on my bookkeeping and Jury.

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Working case processing and financial reports.

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Working on board bills to submit to the Mo. Dept. of Corrections Fiscal Unit for reimbursement to the county requires a lot of time, Dismissal Docket also requires a lot of time.

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## Appendix G: Missouri Circuit Clerk Staff Workload Model by County

*Based Three-Year Average Case Filing Levels (FY 2014, 2015, 2016)*

Case Category	Weight	Adair	Andrew	Atchison	Audrain	Barry	Barton	Bates	Benton	Bollinger	Boone
General Circuit Civil	442	71	35	18	65	115	36	52	54	29	454
Time Intensive Circuit Civil/Sex. Predator	746	4	0	1	1	1	1	1	0	0	24
Asbestos	3,730	0	0	0	0	0	0	0	0	0	1
Simple Circuit Civil	23	249	218	83	363	514	185	212	318	136	2,525
Domestic Relations	347	171	412	33	213	403	83	151	137	107	1,131
Protection Order	152	169	76	11	248	359	164	153	103	79	1,308
Associate Civil	102	476	342	63	566	575	175	285	317	165	3,708
Small Claims	157	33	20	6	32	91	14	28	24	8	266
Garnishment and Execution	40	542	635	92	749	621	237	280	309	184	3,395
Adoption	238	14	4	1	15	36	6	7	10	7	59
Abuse and Neglect/Term. Parent. Rights	656	51	4	8	69	104	24	36	13	37	209
Juvenile Delinquency/Status Offense	618	10	8	0	9	11	13	3	9	5	142
Circuit Felony <sup>1</sup>	484	210	90	27	360	399	58	201	194	114	1,100
Associate Felony <sup>1</sup>	167	265	156	53	419	615	84	333	237	165	1,650
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	137	711	302	373	530	1,280	150	629	456	247	2,787
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	68	83	1,206	225	483	540	462	926	825	276	3,251
Decedent Estate	1,037	14	13	9	19	31	10	18	23	9	93
Incapacitated/Minor Estate	803	28	26	11	26	92	26	28	39	22	127
Simple Probate	245	47	29	25	56	69	32	35	51	25	204
Involuntary Detention Petition	109	0	0	0	1	0	0	0	0	0	259
Application for 96 Hour Detention	28	65	1	1	35	23	6	4	8	1	1,068
Treatment Court Admission	1,064	14	0	3	13	16	5	6	4	0	158
Passport Issuance	37	0	0	19	263	3	0	157	0	0	0
Total Filings/Admissions		3,227	3,577	1,062	4,535	5,898	1,771	3,545	3,131	1,616	23,919
Weighted Workload (Sum of Weights x Filings)		557,678	481,430	156,802	725,164	1,087,782	268,018	540,127	483,499	288,047	3,551,816
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		6.41	5.53	1.80	8.34	12.51	3.08	6.21	5.56	3.31	40.83
Authorized FTE Clerical Positions <sup>4</sup>		6.9	6.3	2.5	7	11.8	3.25	6.375	6	3.375	41.9875
Clerical Demand Exceeds Authorized FTE by:		-0.49	-0.77	-0.70	1.34	0.71	-0.17	-0.17	-0.44	-0.06	-1.15
Percent that Demand Exceeds Authorized FTE		-7.08%	-12.15%	-27.89%	19.10%	5.98%	-5.19%	-2.59%	-7.36%	-1.88%	-2.75%

1. The CWWL filings were adjusted by deducting filings for consecutively numbered associate felony, circuit felony and/or misdemeanor cases filed on the same day for a single defendant within the same case type. Exact adjustments are shown on Detail of Adjustments to CWWL for FY18 Budget. This was a decision made by the Circuit Court Budget Committee on December 12, 2003.

2. Filings data are the average of CY14, CY15 and CY16 CWWL original filings.

3. Non-Case related activities include: financial processing, jury services, personnel support, day to day management, office management, community activities, treatment court non-case related activities and work-related travel.

4. Some counties have a Circuit Clerk ex officio Recorder of Deeds (one person holds both offices). The circuit clerk position is counted as 0.8 FTE in these counties. This was a decision made by the Circuit Court Budget Committee on June 10, 2011.



Case Category	Weight	Buchanan	Butler	Caldwell	Callaway	Camden	Cape Girardeau	Carroll	Carter	Cass	Cedar
General Circuit Civil	442	305	172	29	109	266	286	30	25	267	47
Time Intensive Circuit Civil/Sex. Predator	746	14	6	0	2	8	19	1	0	9	1
Asbestos	3,730	1	0	0	0	0	0	0	0	1	0
Simple Circuit Civil	23	1,538	887	127	679	836	1,245	128	127	2,261	170
Domestic Relations	347	688	586	66	375	307	649	77	48	787	126
Protection Order	152	821	486	37	378	509	667	56	72	646	135
Associate Civil	102	3,056	1,543	169	1,000	798	1,944	183	169	2,067	186
Small Claims	157	166	123	14	70	77	167	23	11	91	31
Garnishment and Execution	40	5,342	1,096	232	1,020	796	3,213	229	46	2,014	191
Adoption	238	30	51	5	27	19	32	3	3	38	6
Abuse and Neglect/Term. Parent. Rights	656	56	199	6	123	48	162	5	3	120	19
Juvenile Delinquency/Status Offense	618	87	34	6	41	19	42	3	2	80	9
Circuit Felony <sup>1</sup>	484	847	546	62	416	429	759	67	32	458	91
Associate Felony <sup>1</sup>	167	999	700	93	530	558	981	90	74	567	165
Misdemeanor/Muni.Cert./Trial de Novo <sup>2</sup>	137	1,828	1,461	242	1,247	1,697	1,338	121	492	514	384
Traffic/WC/Conservation/Muni.Ord. <sup>3</sup>	68	1,298	1,119	382	1,534	1	962	623	2,052	4,199	221
Decedent Estate	1,037	53	39	6	32	45	54	12	5	65	10
Incapacitated/Minor Estate	803	210	133	17	66	47	111	19	15	91	37
Simple Probate	245	195	68	31	89	88	145	37	6	161	46
Involuntary Detention Petition	109	107	143	0	14	2	0	0	0	1	14
Application for 96 Hour Detention	28	771	164	13	95	99	186	12	4	13	13
Treatment Court Admission	1,064	92	41	0	22	0	28	0	0	23	7
Passport Issuance	37	0	346	0	0	0	0	0	0	0	102
Total Filings/Admissions		18,504	9,943	1,537	7,869	6,649	12,990	1,719	3,186	14,473	2,011
Weighted Workload (Sum of Weights x Filings)		2,514,968	1,660,266	214,316	1,219,696	1,142,077	1,984,240	232,967	319,892	1,871,806	344,303
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		28.91	19.09	2.46	14.02	13.13	22.81	2.68	3.68	21.52	3.96
Authorized FTE Clerical Positions <sup>4</sup>		31.5	16.8	3	12.5	13.5	21.275	2.675	3	22.825	4.5
Clerical Demand Exceeds Authorized FTE by:		-2.59	2.29	-0.54	1.52	-0.37	1.54	0.00	0.68	-1.31	-0.54
Percent that Demand Exceeds Authorized FTE		-8.21%	13.62%	-17.87%	12.18%	-2.74%	7.22%	0.12%	22.59%	-5.72%	-12.04%

**NOTES:**

1. The CWWL filings were adjusted by deducting filings for consecutively numbered associate felony, circuit felony and/or misdemeanor cases filed on the same day for a single defendant within the same case type. Exact adjustments are shown on Detail of Adjustments to CWWL for FY18 Budget. This was a decision made by the Circuit Court Budget Committee on December 12, 2003.
2. Filings data are the average of CY14, CY15 and CY16 CWWL original filings.
3. Non-Case related activities include: financial processing, jury services, personnel support, day to day management, office management, community activities, treatment court non-case related activities and work-related travel.
4. Some counties have a Circuit Clerk ex officio Recorder of Deeds (one person holds both offices). The circuit clerk position is counted as 0.8 FTE in these counties. This was a decision made by the Circuit Court Budget Committee on June 10, 2011.



Case Category	Weight	Chariton	Christian	Clark	Clay	Clinton	Cole	Cooper	Crawford	Dade	Dallas
General Circuit Civil	442	23	253	26	767	57	592	59	88	20	44
Time Intensive Circuit Civil/Sex. Predator	746	1	2	1	27	3	14	0	3	0	1
Asbestos	3,730	0	0	0	0	0	0	0	0	0	0
Simple Circuit Civil	23	124	1,310	89	3,701	250	2,439	273	381	106	253
Domestic Relations	347	48	685	59	1,761	138	659	136	231	46	131
Protection Order	152	30	503	75	1,298	88	1,139	80	304	53	113
Associate Civil	102	112	1,394	53	7,371	446	1,543	386	481	87	201
Small Claims	157	9	58	21	238	36	105	25	27	13	16
Garnishment and Execution	40	128	1,701	70	7,324	663	2,510	516	460	117	238
Adoption	238	4	37	4	56	9	40	5	17	2	10
Abuse and Neglect/Term. Parent. Rights	656	18	76	29	99	33	103	17	51	9	31
Juvenile Delinquency/Status Offense	618	14	45	3	57	28	74	8	15	3	4
Circuit Felony <sup>1</sup>	484	54	460	66	741	80	789	268	450	51	112
Associate Felony <sup>1</sup>	167	73	593	85	1,033	167	856	349	534	71	112
Misdemeanor/Muni.Cert./Trial de Novo <sup>2</sup>	137	130	1,807	302	3,944	448	2,396	561	1,278	150	605
Traffic/WC/Conservation/Muni.Ord. <sup>3</sup>	68	215	779	762	3,866	683	1,268	2,088	2,101	147	1,234
Decedent Estate	1,037	13	36	7	145	18	50	14	18	7	12
Incapacitated/Minor Estate	803	11	74	8	209	35	108	19	42	14	27
Simple Probate	245	23	144	34	367	45	171	31	41	26	28
Involuntary Detention Petition	109	0	0	0	4	0	3	0	8	0	0
Application for 96 Hour Detention	28	29	5	7	96	9	328	18	163	5	1
Treatment Court Admission	1,064	13	27	21	31	0	49	10	18	4	0
Passport Issuance	37	30	0	103	0	222	0	198	58	39	0
Total Filings/Admissions		1,102	9,989	1,825	33,135	3,458	15,236	5,061	6,769	970	3,173
Weighted Workload (Sum of Weights x Filings)		188,809	1,546,509	267,184	4,226,894	453,893	2,308,517	635,608	1,008,838	156,922	427,090
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		2.17	17.78	3.07	48.60	5.22	26.54	7.31	11.60	1.80	4.91
Authorized FTE Clerical Positions <sup>4</sup>		2.55	18	3.125	52.325	5.8	24.575	7.5	10.6	2.5	6
Clerical Demand Exceeds Authorized FTE by:		-0.38	-0.22	-0.05	-3.73	-0.58	1.97	-0.19	1.00	-0.70	-1.09
Percent that Demand Exceeds Authorized FTE		-14.88%	-1.22%	-1.71%	-7.13%	-10.03%	8.00%	-2.57%	9.42%	-27.84%	-18.17%

**NOTES:**

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2. Filings data are the average of CY14, CY15 and CY16 CWWL original filings.
3. Non-Case related activities include: financial processing, jury services, personnel support, day to day management, office management, community activities, treatment court non-case related activities and work-related travel.
4. Some counties have a Circuit Clerk ex officio Recorder of Deeds (one person holds both offices). The circuit clerk position is counted as 0.8 FTE in these counties. This was a decision made by the Circuit Court Budget Committee on June 10, 2011.

Case Category	Weight	Davies	DeKalb	Dent	Douglas	Dunklin	Franklin	Gasconade	Gentry	Greene	Grundy
General Circuit Civil	442	22	49	80	43	117	287	36	13	1,647	31
Time Intensive Circuit Civil/Sex. Predator	746	0	1	0	0	1	10	1	1	40	1
Asbestos	3,730	0	0	0	0	0	0	0	0	1	0
Simple Circuit Civil	23	98	150	227	180	486	1,608	213	141	4,592	160
Domestic Relations	347	58	78	163	122	423	847	98	88	2,560	102
Protection Order	152	48	50	158	127	309	930	143	40	3,514	171
Associate Civil	102	123	183	221	125	978	2,311	230	104	7,672	142
Small Claims	157	11	11	20	21	91	141	26	11	406	11
Garnishment and Execution	40	206	294	348	103	887	2,659	265	226	8,146	145
Adoption	238	3	5	12	10	22	59	5	2	203	6
Abuse and Neglect/Term. Parent. Rights	656	13	20	36	24	126	157	14	20	554	28
Juvenile Delinquency/Status Offense	618	4	9	5	5	66	35	5	2	86	6
Circuit Felony <sup>1</sup>	484	82	103	219	143	672	623	92	27	2,051	90
Associate Felony <sup>1</sup>	167	115	165	276	179	755	659	131	36	2,696	133
Misdemeanor/Muni.Cert./Trial de Novo <sup>2</sup>	137	239	294	372	349	633	2,889	285	108	5,953	172
Traffic/WC/Conservation/Muni.Ord. <sup>3</sup>	68	608	219	1,746	369	460	3,795	291	167	4,585	400
Decedent Estate	1,037	7	7	8	11	28	74	12	4	150	8
Incapacitated/Minor Estate	803	9	13	30	23	88	157	18	12	304	24
Simple Probate	245	18	16	33	25	46	182	46	21	703	27
Involuntary Detention Petition	109	0	0	0	0	5	0	0	0	92	0
Application for 96 Hour Detention	28	5	5	27	16	85	62	8	4	540	25
Treatment Court Admission	1,064	0	0	17	16	52	37	0	0	531	10
Passport Issuance	37	0	0	0	0	45	0	0	0	0	125
Total Filings/Admissions		1,669	1,672	3,998	1,891	6,375	17,522	1,919	1,027	47,026	1,817
Weighted Workload (Sum of Weights x Filings)		225,643	266,880	571,417	351,648	1,275,812	2,463,391	292,535	146,831	7,658,906	291,712
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		2.59	3.07	6.57	4.04	14.67	28.32	3.36	1.69	88.05	3.35
Authorized FTE Clerical Positions <sup>4</sup>		3	3.1	6.6	4	14	30.5	3.75	2.3	84	3.6
Clerical Demand Exceeds Authorized FTE by:		-0.41	-0.03	-0.03	0.04	0.67	-2.18	-0.39	-0.61	4.05	-0.25
Percent that Demand Exceeds Authorized FTE		-13.53%	-1.03%	-0.46%	1.07%	4.77%	-7.15%	-10.32%	-26.61%	4.82%	-6.84%

**NOTES:**

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Case Category	Weight	Harrison	Henry	Hickory	Holt	Howard	Howell	Iron	Jackson	Jasper	Jefferson
General Circuit Civil	442	21	79	23	13	31	138	32	3,225	344	951
Time Intensive Circuit Civil/Sex. Predator	746	0	2	1	0	1	3	1	125	18	8
Asbestos	3,730	0	0	0	0	0	0	0	10	1	0
Simple Circuit Civil	23	88	331	126	71	170	541	128	19,913	1,942	2,967
Domestic Relations	347	94	207	58	32	75	451	98	6,278	1,340	1,782
Protection Order	152	119	218	66	28	56	327	71	6,893	1,230	2,035
Associate Civil	102	184	510	86	75	145	743	210	25,263	3,109	6,122
Small Claims	157	13	34	5	5	15	74	17	1,026	159	270
Garnishment and Execution	40	247	552	82	142	187	746	202	22,702	3,229	6,427
Adoption	238	5	25	3	2	3	21	7	380	120	100
Abuse and Neglect/Term. Parent. Rights	656	20	49	5	11	21	45	28	1,181	242	479
Juvenile Delinquency/Status Offense	618	8	9	3	1	3	13	1	338	143	132
Circuit Felony <sup>1</sup>	484	94	316	59	24	93	467	97	3,174	742	1,074
Associate Felony <sup>1</sup>	167	143	400	79	34	147	661	112	4,190	1,742	1,526
Misdemeanor/Muni.Cert./Trial de Novo <sup>2</sup>	137	189	411	302	75	229	1,203	276	3,053	1,231	2,018
Traffic/WC/Conservation/Muni.Ord. <sup>3</sup>	68	1,083	1,738	31	681	374	1,651	212	3,677	3,294	4,297
Decedent Estate	1,037	8	22	9	6	10	29	7	463	89	136
Incapacitated/Minor Estate	803	34	45	12	8	26	82	18	664	235	303
Simple Probate	245	26	55	27	23	18	68	14	1,131	207	301
Involuntary Detention Petition	109	0	2	0	0	0	20	0	195	24	6
Application for 96 Hour Detention	28	19	20	0	0	7	547	16	1,169	995	206
Treatment Court Admission	1,064	8	7	0	2	0	9	7	421	101	43
Passport Issuance	37	102	0	68	33	84	0	0	0	0	0
Total Filings/Admissions		2,505	5,032	1,045	1,266	1,695	7,839	1,554	105,471	20,537	31,183
Weighted Workload (Sum of Weights x Filings)		335,655	746,967	175,984	140,671	259,192	1,194,819	266,372	14,656,841	3,125,073	4,619,319
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		3.86	8.59	2.02	1.62	2.98	13.74	3.06	168.50	35.93	53.11
Authorized FTE Clerical Positions <sup>4</sup>		4.7875	9	3.5	2.3	2.8	14	3.5	176.6496	38.4	53.5
Clerical Demand Exceeds Authorized FTE by:		-0.93	-0.41	-1.48	-0.68	0.18	-0.26	-0.44	-8.15	-2.47	-0.39
Percent that Demand Exceeds Authorized FTE		-19.40%	-4.58%	-42.19%	-29.69%	6.42%	-1.88%	-12.50%	-4.61%	-6.44%	-0.74%

**NOTES:**

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Case Category	Weight	Johnson	Knox	Laclede	Lafayette	Lawrence	Lewis	Lincoln	Linn	Livingston	Macon
General Circuit Civil	442	318	17	112	156	140	23	160	35	53	45
Time Intensive Circuit Civil/Sex. Predator	746	4	1	2	2	1	0	1	0	2	1
Asbestos	3,730	0	0	1	0	0	0	0	0	0	0
Simple Circuit Civil	23	781	56	515	548	474	137	904	130	180	179
Domestic Relations	347	419	29	399	260	384	68	427	111	131	138
Protection Order	152	189	20	530	300	308	73	564	67	69	72
Associate Civil	102	567	55	578	589	579	110	1,071	187	219	288
Small Claims	157	58	12	41	42	48	16	92	24	23	27
Garnishment and Execution	40	789	76	751	616	729	124	1,255	194	258	377
Adoption	238	22	1	35	14	32	2	19	4	7	11
Abuse and Neglect/Term. Parent. Rights	656	71	8	84	28	128	13	58	41	21	44
Juvenile Delinquency/Status Offense	618	32	0	14	12	13	4	37	34	15	9
Circuit Felony <sup>1</sup>	484	307	24	365	397	480	80	353	96	179	143
Associate Felony <sup>1</sup>	167	368	30	429	422	697	107	422	154	255	188
Misdemeanor/Muni.Cert./Trial de Novo <sup>2</sup>	137	508	86	1,147	704	1,329	446	716	270	334	348
Traffic/WC/Conservation/Muni.Ord. <sup>3</sup>	68	2,308	93	1,707	2,258	201	805	2,202	789	1,200	601
Decedent Estate	1,037	35	7	24	33	30	11	35	12	17	12
Incapacitated/Minor Estate	803	51	6	72	42	60	12	53	23	30	34
Simple Probate	245	75	17	52	70	67	38	87	37	43	41
Involuntary Detention Petition	109	0	0	0	1	0	0	0	0	0	0
Application for 96 Hour Detention	28	5	1	23	24	10	1	13	24	21	19
Treatment Court Admission	1,064	0	0	0	12	30	4	61	16	0	5
Passport Issuance	37	0	0	0	0	45	0	0	0	0	52
Total Filings/Admissions		6,907	539	6,881	6,530	5,785	2,074	8,530	2,248	3,057	2,634
Weighted Workload (Sum of Weights x Filings)		1,038,059	89,673	1,070,709	950,556	1,122,994	285,245	1,220,068	367,121	455,405	416,041
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		11.93	1.03	12.31	10.93	12.91	3.28	14.03	4.22	5.24	4.78
Authorized FTE Clerical Positions <sup>4</sup>		12.5625	2.5	12.95	11.4	11.9375	3	15.6	4	5.5	5
Clerical Demand Exceeds Authorized FTE by:		-0.63	-1.47	-0.64	-0.47	0.97	0.28	-1.57	0.22	-0.26	-0.22
Percent that Demand Exceeds Authorized FTE		-5.00%	-58.76%	-4.95%	-4.14%	8.15%	9.31%	-10.09%	5.52%	-4.81%	-4.34%

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Case Category	Weight	Madison	Maries	Marion	McDonald	Mercer	Miller	Mississippi	Moniteau	Monroe	Montgomery
General Circuit Civil	442	37	23	87	90	14	85	61	44	24	29
Time Intensive Circuit Civil/Sex. Predator	746	0	0	4	1	0	2	1	0	0	0
Asbestos	3,730	0	0	0	0	0	0	0	0	0	0
Simple Circuit Civil	23	174	110	344	381	30	460	270	142	101	190
Domestic Relations	347	129	63	285	223	24	244	165	100	59	100
Protection Order	152	112	86	401	315	47	257	220	52	50	121
Associate Civil	102	275	109	957	415	39	372	296	169	143	195
Small Claims	157	18	12	73	27	8	16	30	47	19	16
Garnishment and Execution	40	405	103	1,075	435	39	383	437	184	163	247
Adoption	238	8	5	22	33	1	9	4	9	5	6
Abuse and Neglect/Term. Parent. Rights	656	24	19	68	66	8	19	35	6	16	30
Juvenile Delinquency/Status Offense	618	9	1	26	42	3	18	24	3	4	4
Circuit Felony <sup>1</sup>	484	113	54	238	212	33	359	255	111	47	150
Associate Felony <sup>1</sup>	167	197	77	314	377	41	490	316	139	55	187
Misdemeanor/Muni.Cert./Trial de Novo <sup>2</sup>	137	247	106	608	911	127	754	335	398	144	308
Traffic/WC/Conservation/Muni.Ord. <sup>3</sup>	68	885	486	1,267	579	127	897	957	411	325	1,113
Decedent Estate	1,037	9	8	35	23	3	19	11	10	6	12
Incapacitated/Minor Estate	803	24	9	61	55	7	37	34	19	12	18
Simple Probate	245	22	18	102	36	9	49	27	26	25	42
Involuntary Detention Petition	109	0	0	0	0	0	0	0	0	0	0
Application for 96 Hour Detention	28	10	8	62	65	5	22	25	12	11	13
Treatment Court Admission	1,064	2	0	15	31	5	0	10	0	0	5
Passport Issuance	37	0	0	0	168	33	0	0	0	0	0
Total Filings/Admissions		2,700	1,297	6,044	4,485	603	4,492	3,513	1,882	1,209	2,786
Weighted Workload (Sum of Weights x Filings)		370,442	185,745	892,230	763,227	102,956	736,795	559,566	296,971	175,303	390,723
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		4.26	2.14	10.26	8.77	1.18	8.47	6.43	3.41	2.02	4.49
Authorized FTE Clerical Positions <sup>4</sup>		4	2.3	10	8.2	2.55	8	7.5	3.3	2.5	5
Clerical Demand Exceeds Authorized FTE by:		0.26	-0.16	0.26	0.57	-1.37	0.47	-1.07	0.11	-0.48	-0.51
Percent that Demand Exceeds Authorized FTE		6.47%	-7.15%	2.58%	7.01%	-53.58%	5.88%	-14.23%	3.46%	-19.38%	-10.16%

**NOTES:**

1. The CWWL filings were adjusted by deducting filings for consecutively numbered associate felony, circuit felony and/or misdemeanor cases filed on the same day for a single defendant within the same case type. Exact adjustments are shown on Detail of Adjustments to CWWL for FY18 Budget. This was a decision made by the Circuit Court Budget Committee on December 12, 2003.
2. Filings data are the average of CY14, CY15 and CY16 CWWL original filings.
3. Non-Case related activities include: financial processing, jury services, personnel support, day to day management, office management, community activities, treatment court non-case related activities and work-related travel.
4. Some counties have a Circuit Clerk ex officio Recorder of Deeds (one person holds both offices). The circuit clerk position is counted as 0.8 FTE in these counties. This was a decision made by the Circuit Court Budget Committee on June 10, 2011.

Case Category	Weight	Morgan	New Madrid	Newton	Nodaway	Oregon	Osage	Ozark	Pemiscot	Perry	Pettis
General Circuit Civil	442	75	70	187	41	27	23	50	98	52	312
Time Intensive Circuit Civil/Sex. Predator	746	1	1	5	4	0	1	0	0	1	2
Asbestos	3,730	0	0	0	0	0	0	0	0	0	0
Simple Circuit Civil	23	352	300	857	251	109	100	167	318	225	613
Domestic Relations	347	146	211	467	131	74	75	67	283	144	431
Protection Order	152	75	216	491	88	122	123	79	267	126	417
Associate Civil	102	252	325	1,176	282	85	146	74	591	399	1,245
Small Claims	157	29	40	101	33	19	32	12	45	46	62
Garnishment and Execution	40	252	442	1,257	403	117	139	63	634	466	1,701
Adoption	238	11	10	63	10	6	2	8	8	4	17
Abuse and Neglect/Term. Parent. Rights	656	23	40	190	52	10	9	16	73	36	58
Juvenile Delinquency/Status Offense	618	8	15	53	4	1	3	4	20	11	29
Circuit Felony <sup>1</sup>	484	201	390	364	103	65	73	91	326	190	421
Associate Felony <sup>1</sup>	167	279	449	763	143	119	102	109	417	236	626
Misdemeanor/Muni.Cert./Trial de Novo <sup>2</sup>	137	474	623	2,505	451	203	313	283	553	523	1,124
Traffic/WC/Conservation/Muni.Ord. <sup>3</sup>	68	395	688	851	635	226	663	390	810	486	984
Decedent Estate	1,037	22	14	47	18	9	14	11	22	15	28
Incapacitated/Minor Estate	803	28	36	114	26	19	21	17	46	29	56
Simple Probate	245	52	37	95	39	22	21	21	26	34	72
Involuntary Detention Petition	109	0	0	144	20	0	0	0	0	0	0
Application for 96 Hour Detention	28	34	14	550	96	22	13	9	18	20	50
Treatment Court Admission	1,064	0	6	48	7	0	19	9	0	0	23
Passport Issuance	37	151	107	110	0	0	0	0	67	0	0
Total Filings/Admissions		2,860	4,034	10,438	2,837	1,255	1,892	1,480	4,622	3,043	8,271
Weighted Workload (Sum of Weights x Filings)		467,293	698,739	1,655,697	414,856	208,710	289,080	255,591	771,643	479,754	1,277,938
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		5.37	8.03	19.03	4.77	2.40	3.32	2.94	8.87	5.52	14.69
Authorized FTE Clerical Positions <sup>4</sup>		5.4875	8	19	5.2	3	3.25	2.8	9.75	5.75	15
Clerical Demand Exceeds Authorized FTE by:		-0.12	0.03	0.03	-0.43	-0.60	0.07	0.14	-0.88	-0.23	-0.31
Percent that Demand Exceeds Authorized FTE		-2.10%	0.41%	0.18%	-8.28%	-20.02%	2.26%	4.94%	-9.01%	-4.08%	-2.05%

**NOTES:**

1. The CWWL filings were adjusted by deducting filings for consecutively numbered associate felony, circuit felony and/or misdemeanor cases filed on the same day for a single defendant within the same case type. Exact adjustments are shown on Detail of Adjustments to CWWL for FY18 Budget. This was a decision made by the Circuit Court Budget Committee on December 12, 2003.
2. Filings data are the average of CY14, CY15 and CY16 CWWL original filings.
3. Non-Case related activities include: financial processing, jury services, personnel support, day to day management, office management, community activities, treatment court non-case related activities and work-related travel.
4. Some counties have a Circuit Clerk ex officio Recorder of Deeds (one person holds both offices). The circuit clerk position is counted as 0.8 FTE in these counties. This was a decision made by the Circuit Court Budget Committee on June 10, 2011.

Case Category	Weight	Phelps	Pike	Platte	Polk	Pulaski	Putnam	Ralls	Randolph	Ray	Reynolds
General Circuit Civil	442	249	73	394	82	118	11	29	115	96	21
Time Intensive Circuit Civil/Sex. Predator	746	4	2	10	2	1	0	1	3	3	0
Asbestos	3,730	0	0	0	0	0	0	0	0	0	0
Simple Circuit Civil	23	667	244	1,547	493	678	67	94	561	253	98
Domestic Relations	347	380	142	642	252	569	36	77	273	194	46
Protection Order	152	449	165	608	233	721	41	88	230	290	42
Associate Civil	102	920	275	2,074	400	735	64	135	812	568	90
Small Claims	157	64	33	94	23	46	15	12	52	31	8
Garnishment and Execution	40	994	429	2,103	443	619	66	177	1,149	766	88
Adoption	238	32	8	16	22	42	3	5	11	9	3
Abuse and Neglect/Term. Parent. Rights	656	134	42	28	41	101	12	11	88	8	16
Juvenile Delinquency/Status Offense	618	25	4	36	16	15	4	4	20	9	2
Circuit Felony <sup>1</sup>	484	718	161	446	307	696	38	62	349	205	58
Associate Felony <sup>1</sup>	167	461	211	544	384	764	50	66	438	268	57
Misdemeanor/Muni.Cert./Trial de Novo <sup>2</sup>	137	1,031	159	2,534	654	1,375	145	219	623	281	284
Traffic/WC/Conservation/Muni.Ord. <sup>3</sup>	68	3,628	411	4,387	3,453	1,514	176	904	899	967	26
Decedent Estate	1,037	35	17	54	18	30	5	12	13	25	6
Incapacitated/Minor Estate	803	77	20	87	47	76	8	18	38	45	10
Simple Probate	245	82	45	153	49	75	26	33	58	49	19
Involuntary Detention Petition	109	9	0	0	28	0	3	0	2	0	0
Application for 96 Hour Detention	28	215	4	18	77	34	17	3	92	27	2
Treatment Court Admission	1,064	8	7	24	0	24	3	0	24	22	10
Passport Issuance	37	0	212	0	0	914	56	0	0	295	44
Total Filings/Admissions		10,182	2,664	15,799	7,024	9,147	846	1,950	5,850	4,411	930
Weighted Workload (Sum of Weights x Filings)		1,529,288	419,053	2,028,799	886,824	1,494,603	130,329	257,005	880,396	625,655	169,782
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		17.58	4.82	23.32	10.20	17.18	1.50	2.95	10.12	7.19	1.95
Authorized FTE Clerical Positions <sup>4</sup>		16.75	4.9875	23	9.65	14.8	2.5	3.3	10.375	7.125	2.5
Clerical Demand Exceeds Authorized FTE by:		0.83	-0.17	0.32	0.55	2.38	-1.00	-0.35	-0.25	0.07	-0.55
Percent that Demand Exceeds Authorized FTE		4.97%	-3.40%	1.41%	5.65%	16.10%	-40.07%	-10.46%	-2.44%	0.95%	-21.92%

**NOTES:**

1. The CWWL filings were adjusted by deducting filings for consecutively numbered associate felony, circuit felony and/or misdemeanor cases filed on the same day for a single defendant within the same case type. Exact adjustments are shown on Detail of Adjustments to CWWL for FY18 Budget. This was a decision made by the Circuit Court Budget Committee on December 12, 2003.
2. Filings data are the average of CY14, CY15 and CY16 CWWL original filings.
3. Non-Case related activities include: financial processing, jury services, personnel support, day to day management, office management, community activities, treatment court non-case related activities and work-related travel.
4. Some counties have a Circuit Clerk ex officio Recorder of Deeds (one person holds both offices). The circuit clerk position is counted as 0.8 FTE in these counties. This was a decision made by the Circuit Court Budget Committee on June 10, 2011.



Case Category	Weight	Ripley	Saline	Schuyler	Scotland	Scott	Shannon	Shelby	St. Charles	St. Clair	St. Francois
General Circuit Civil	442	51	82	12	16	138	25	12	1,223	40	230
Time Intensive Circuit Civil/Sex. Predator	746	2	3	0	0	7	0	0	28	0	8
Asbestos	3,730	0	0	0	0	0	0	0	2	0	0
Simple Circuit Civil	23	235	212	47	42	953	101	43	6,360	127	897
Domestic Relations	347	170	164	33	26	480	57	52	2,477	84	684
Protection Order	152	194	174	34	27	415	101	39	1,960	95	555
Associate Civil	102	240	569	61	45	1,000	129	86	7,620	128	1,537
Small Claims	157	18	44	19	14	93	5	24	300	9	192
Garnishment and Execution	40	189	934	76	44	1,731	91	94	7,998	96	1,662
Adoption	238	19	8	1	3	24	5	8	86	7	41
Abuse and Neglect/Term. Parent. Rights	656	53	27	8	9	121	9	20	178	18	107
Juvenile Delinquency/Status Offense	618	10	14	2	3	85	2	4	90	4	43
Circuit Felony <sup>1</sup>	484	171	225	30	30	613	63	47	1,365	119	587
Associate Felony <sup>1</sup>	167	236	249	52	32	769	140	58	1,772	143	803
Misdemeanor/Muni.Cert./Trial de Novo <sup>2</sup>	137	572	610	177	93	731	333	162	4,302	377	964
Traffic/WC/Conservation/Muni.Ord. <sup>3</sup>	68	566	1,154	597	120	652	321	238	8,265	1,608	1,135
Decedent Estate	1,037	14	14	6	6	29	5	10	210	15	44
Incapacitated/Minor Estate	803	51	31	6	5	120	17	8	358	22	123
Simple Probate	245	19	46	22	27	69	14	26	562	35	130
Involuntary Detention Petition	109	0	2	0	0	44	0	0	26	0	10
Application for 96 Hour Detention	28	16	19	4	4	78	6	4	238	10	225
Treatment Court Admission	1,064	6	10	0	0	43	0	0	207	3	5
Passport Issuance	37	86	346	0	84	727	39	77	0	44	694
Total Filings/Admissions		2,918	4,937	1,187	630	8,922	1,463	1,012	45,627	2,984	10,676
Weighted Workload (Sum of Weights x Filings)		507,421	644,686	146,562	99,021	1,433,803	219,615	160,998	6,190,407	387,810	1,651,981
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		5.83	7.41	1.68	1.14	16.48	2.52	1.85	71.17	4.46	18.99
Authorized FTE Clerical Positions <sup>4</sup>		5.825	7.8	2.375	2.5	16.95	3.55	2.5	68.6875	4	21
Clerical Demand Exceeds Authorized FTE by:		0.01	-0.39	-0.69	-1.36	-0.47	-1.03	-0.65	2.48	0.46	-2.01
Percent that Demand Exceeds Authorized FTE		0.15%	-4.98%	-29.05%	-54.46%	-2.75%	-28.88%	-25.96%	3.61%	11.46%	-9.56%

**NOTES:**

1. The CWWL filings were adjusted by deducting filings for consecutively numbered associate felony, circuit felony and/or misdemeanor cases filed on the same day for a single defendant within the same case type. Exact adjustments are shown on Detail of Adjustments to CWWL for FY18 Budget. This was a decision made by the Circuit Court Budget Committee on December 12, 2003.
2. Filings data are the average of CY14, CY15 and CY16 CWWL original filings.
3. Non-Case related activities include: financial processing, jury services, personnel support, day to day management, office management, community activities, treatment court non-case related activities and work-related travel.
4. Some counties have a Circuit Clerk ex officio Recorder of Deeds (one person holds both offices). The circuit clerk position is counted as 0.8 FTE in these counties. This was a decision made by the Circuit Court Budget Committee on June 10, 2011.



Case Category	Weight	City of St. Louis	St. Louis County	St. Genevieve	Stoddard	Stone	Sullivan	Taney	Texas	Vernon	Warren
General Circuit Civil	442	9,689	4,478	60	116	223	22	250	93	59	98
Time Intensive Circuit Civil/Sex. Predator	746	86	184	1	1	3	0	5	1	1	1
Asbestos	3,730	304	2	0	0	0	0	1	0	0	0
Simple Circuit Civil	23	12,575	19,389	184	492	573	84	1,323	270	373	472
Domestic Relations	347	4,052	7,335	114	358	229	57	556	207	183	235
Protection Order	152	3,170	5,765	111	326	115	43	466	280	224	328
Associate Civil	102	15,812	33,251	425	753	363	122	1,369	288	311	644
Small Claims	157	545	1,445	42	87	29	32	113	60	50	46
Garnishment and Execution	40	20,861	44,846	363	820	620	140	1,522	366	419	565
Adoption	238	59	251	7	30	22	4	38	29	13	15
Abuse and Neglect/Term. Parent. Rights	656	380	749	17	148	65	18	136	55	32	52
Juvenile Delinquency/Status Offense	618	231	366	16	45	10	15	35	9	20	9
Circuit Felony <sup>1</sup>	484	2,972	4,536	152	384	264	47	513	328	238	357
Associate Felony <sup>1</sup>	167	3,367	5,092	261	521	455	76	752	186	383	398
Misdemeanor/Muni.Cert./Trial de Novo <sup>2</sup>	137	1,506	8,819	867	938	896	128	2,203	490	831	513
Traffic/WC/Conservation/Muni.Ord. <sup>3</sup>	68	4	10,542	1,737	482	769	582	364	1,271	456	1,793
Decedent Estate	1,037	170	842	14	21	36	6	48	23	17	24
Incapacitated/Minor Estate	803	208	493	33	84	39	8	68	42	44	41
Simple Probate	245	432	2,649	42	36	66	15	127	28	62	57
Involuntary Detention Petition	109	479	99	0	0	0	0	2	0	9	0
Application for 96 Hour Detention	28	1,318	1,528	10	51	1	18	13	13	172	8
Treatment Court Admission	1,064	275	142	7	8	53	12	13	6	21	12
Passport Issuance	37	0	0	0	0	0	0	0	0	0	0
Total Filings/Admissions		78,495	152,803	4,463	5,701	4,831	1,429	9,917	4,045	3,918	5,668
Weighted Workload (Sum of Weights x Filings)		13,634,832	19,274,597	588,183	1,034,549	851,405	205,214	1,600,650	678,988	646,030	841,300
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		156.75	221.59	6.76	11.89	9.79	2.36	18.40	7.81	7.43	9.67
Authorized FTE Clerical Positions <sup>4</sup>		132	243	6.5	13	9.5	2.5312	18	6.9375	7	10
Clerical Demand Exceeds Authorized FTE by:		24.75	-21.41	0.26	-1.11	0.29	-0.17	0.40	0.87	0.43	-0.33
Percent that Demand Exceeds Authorized FTE		18.75%	-8.81%	4.03%	-8.51%	3.03%	-6.79%	2.23%	12.52%	6.10%	-3.28%

**NOTES:**

1. The CWWL filings were adjusted by deducting filings for consecutively numbered associate felony, circuit felony and/or misdemeanor cases filed on the same day for a single defendant within the same case type. Exact adjustments are shown on Detail of Adjustments to CWWL for FY18 Budget. This was a decision made by the Circuit Court Budget Committee on December 12, 2013.
2. Filings data are the average of CY14, CY15 and CY16 CWWL original filings.
3. Non-Case related activities include: financial processing, jury services, personnel support, day to day management, office management, community activities, treatment court non-case related activities and work-related travel.
4. Some counties have a Circuit Clerk ex officio Recorder of Deeds (one person holds both offices). The circuit clerk position is counted as 0.8 FTE in these counties. This was a decision made by the Circuit Court Budget Committee on June 10, 2011.

Case Category	Weight	Washington	Wayne	Webster	Worth	Wright	Statewide
General Circuit Civil	442	109	36	95	5	64	32,478
Time Intensive Circuit Civil/Sex. Predator	746	0	1	1	0	0	755
Asbestos	3,730	0	0	0	0	0	325
Simple Circuit Civil	23	297	151	426	30	280	115,895
Domestic Relations	347	241	128	305	178	201	52,402
Protection Order	152	231	109	192	21	187	50,579
Associate Civil	102	510	258	519	22	227	162,547
Small Claims	157	56	13	20	3	34	8,949
Garnishment and Execution	40	739	195	627	25	267	188,983
Adoption	238	25	7	22	1	13	2,827
Abuse and Neglect/Term. Parent. Rights	656	81	24	38	3	77	9,035
Juvenile Delinquency/Status Offense	618	10	1	14	1	11	3,295
Circuit Felony <sup>1</sup>	484	217	191	299	11	253	43,045
Associate Felony <sup>1</sup>	167	297	276	414	11	321	55,601
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	137	266	513	586	44	432	100,227
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	68	520	1,286	2,197	155	972	142,979
Decedent Estate	1,037	15	8	17	4	14	4,347
Incapacitated/Minor Estate	803	44	21	51	2	42	7,261
Simple Probate	245	40	31	44	8	24	11,838
Involuntary Detention Petition	109	0	0	0	0	0	1,778
Application for 96 Hour Detention	28	30	13	4	1	17	12,489
Treatment Court Admission	1,064	9	21	8	0	39	3,196
Passport Issuance	37	0	52	201	0	0	6,601
Total Filings/Admissions		3,737	3,335	6,080	525	3,475	1,017,432
<b>Weighted Workload (Sum of Weights x Filings)</b>		<b>626,918</b>	<b>488,951</b>	<b>836,482</b>	<b>105,868</b>	<b>629,910</b>	<b>149,847,871</b>
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982
<b>FTE Clerical Resource Demand (weighted workload/ATCW)</b>		<b>7.21</b>	<b>5.62</b>	<b>9.62</b>	<b>1.22</b>	<b>7.24</b>	<b>1722.75</b>
<b>Authorized FTE Clerical Positions<sup>4</sup></b>		<b>7.875</b>	<b>5</b>	<b>8.7</b>	<b>2</b>	<b>6.675</b>	<b>1747.2558</b>
<b>Clerical Demand Exceeds Authorized FTE by:</b>		<b>-0.67</b>	<b>0.62</b>	<b>0.92</b>	<b>-0.78</b>	<b>0.57</b>	<b>-24.51</b>
<b>Percent that Demand Exceeds Authorized FTE</b>		<b>-8.48%</b>	<b>12.43%</b>	<b>10.54%</b>	<b>-39.14%</b>	<b>8.49%</b>	<b>-1.40%</b>

**NOTES:**

1. The CWWL filings were adjusted by deducting filings for consecutively numbered associate felony, circuit felony and/or misdemeanor cases filed on the same day for a single defendant within the same case type. Exact adjustments are shown on Detail of Adjustments to CWWL for FY18 Budget. This was a decision made by the Circuit Court Budget Committee on December 12, 2003.
2. Filings data are the average of CY14, CY15 and CY16 CWWL original filings.
3. Non-Case related activities include: financial processing, jury services, personnel support, day to day management, office management, community activities, treatment court non-case related activities and work-related travel.
4. Some counties have a Circuit Clerk ex officio Recorder of Deeds (one person holds both offices). The circuit clerk position is counted as 0.8 FTE in these counties. This was a decision made by the Circuit Court Budget Committee on June 10, 2011.

## **Appendix H: Missouri Circuit Clerk Staff Workload Model by County** **Showing Circuit Clerks as .5 FTE**

*Based Three-Year Average Case Filing Levels (FY 2014, 2015, 2016)*

Based upon the Circuit Clerk survey findings regarding the amount of case processing work in which Circuit Clerks engage, the CWWL recommended providing the CCBC with a workload model option showing Circuit Clerks as .5 FTE in blue type. This provides information on how the needs model would change if Circuit Clerks only contributed half of their time to case processing work.

The following pages provide this model for the CCBC's information. For the model, the following notes apply:

### **NOTES:**

1. The CWWL filings were adjusted by deducting filings for consecutively numbered associate felony, circuit felony and/or misdemeanor cases filed on the same day for a single defendant within the same case type. Exact adjustments are shown on Detail of Adjustments to CWWL for FY18 Budget. This was a decision made by the Circuit Court Budget Committee on December 12, 2003.

2. Filings data are the average of CY14, CY15 and CY16 CWWL original filings.

3. Non-Case related activities include: financial processing, jury services, personnel support, day to day management, office management, community activities, treatment court non-case related activities and work-related travel.

**NOTE:** For those numbers in blue, the Circuit Clerk position is reduced to 0.5 FTE in all counties for this analysis. In the counties that have a Circuit Clerk ex officio Recorder of Deeds the circuit clerk position is counted as 0.3 FTE.

Case Category	Weight	Adair	Andrew	Atchison	Audrain	Barry	Barton	Bates	Benton	Bollinger	Boone
General Circuit Civil	442	71	35	18	65	115	36	52	54	29	454
Time Intensive Circuit Civil/Sex. Predator	746	4	0	1	1	1	1	1	0	0	24
Asbestos	3,730	0	0	0	0	0	0	0	0	0	1
Simple Circuit Civil	23	249	218	83	363	514	185	212	318	136	2,525
Domestic Relations	347	171	412	33	213	403	83	151	137	107	1,131
Protection Order	152	169	76	11	248	359	164	153	103	79	1,308
Associate Civil	102	476	342	63	566	575	175	285	317	165	3,708
Small Claims	157	33	20	6	32	91	14	28	24	8	266
Garnishment and Execution	40	542	635	92	749	621	237	280	309	184	3,395
Adoption	238	14	4	1	15	36	6	7	10	7	59
Abuse and Neglect/Term. Parent. Rights	656	51	4	8	69	104	24	36	13	37	209
Juvenile Delinquency/Status Offense	618	10	8	0	9	11	13	3	9	5	142
Circuit Felony <sup>1</sup>	484	210	90	27	360	399	58	201	194	114	1,100
Associate Felony <sup>1</sup>	167	265	156	53	419	615	84	333	237	165	1,650
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	137	711	302	373	530	1,280	150	629	456	247	2,787
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	68	83	1,206	225	483	540	462	926	825	276	3,251
Decedent Estate	1,037	14	13	9	19	31	10	18	23	9	93
Incapacitated/Minor Estate	803	28	26	11	26	92	26	28	39	22	127
Simple Probate	245	47	29	25	56	69	32	35	51	25	204
Involuntary Detention Petition	109	0	0	0	1	0	0	0	0	0	259
Application for 96 Hour Detention	28	65	1	1	35	23	6	4	8	1	1,068
Treatment Court Admission	1,064	14	0	3	13	16	5	6	4	0	158
Passport Issuance	37	0	0	19	263	3	0	157	0	0	0
Total Filings/Admissions		3,227	3,577	1,062	4,535	5,898	1,771	3,545	3,131	1,616	23,919
Weighted Workload (Sum of Weights x Filings)		557,678	481,430	156,802	725,164	1,087,782	268,018	540,127	483,499	288,047	3,551,816
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		6.41	5.53	1.80	8.34	12.51	3.08	6.21	5.56	3.31	40.83
Authorized FTE Clerical Positions <sup>4</sup>		6.9	6.3	2.5	7	11.8	3.25	6.375	6	3.375	41.9875
Clerical Demand Exceeds Authorized FTE by:		-0.49	-0.77	-0.70	1.34	0.71	-0.17	-0.17	-0.44	-0.06	-1.15
Percent that Demand Exceeds Authorized FTE		-7.08%	-12.15%	-27.89%	19.10%	5.98%	-5.19%	-2.59%	-7.36%	-1.88%	-2.75%
Adjusted Authorized FTE Clerical Positions		6.40	5.80	2.00	6.50	11.30	2.75	5.88	5.50	2.88	41.49
Clerical Demand Exceeds Authorized FTE by:		0.01	-0.27	-0.20	1.84	1.21	0.33	0.33	0.06	0.44	-0.65
Percent that Demand Exceeds Authorized FTE		0.18%	-4.57%	-9.87%	28.26%	10.67%	12.05%	5.70%	1.07%	15.19%	-1.58%

Case Category	Weight	Buchanan	Butler	Caldwell	Callaway	Camden	Cape Girardeau	Carroll	Carter	Cass	Cedar
General Circuit Civil	442	305	172	29	109	266	286	30	25	267	47
Time Intensive Circuit Civil/Sex. Predator	746	14	6	0	2	8	19	1	0	9	1
Asbestos	3,730	1	0	0	0	0	0	0	0	1	0
Simple Circuit Civil	23	1,538	887	127	679	836	1,245	128	127	2,261	170
Domestic Relations	347	688	586	66	375	307	649	77	48	787	126
Protection Order	152	821	486	37	378	509	667	56	72	646	135
Associate Civil	102	3,056	1,543	169	1,000	798	1,944	183	169	2,067	186
Small Claims	157	166	123	14	70	77	167	23	11	91	31
Garnishment and Execution	40	5,342	1,096	232	1,020	796	3,213	229	46	2,014	191
Adoption	238	30	51	5	27	19	32	3	3	38	6
Abuse and Neglect/Term. Parent. Rights	656	56	199	6	123	48	162	5	3	120	19
Juvenile Delinquency/Status Offense	618	87	34	6	41	19	42	3	2	80	9
Circuit Felony <sup>1</sup>	484	847	546	62	416	429	759	67	32	458	91
Associate Felony <sup>1</sup>	167	999	700	93	530	558	981	90	74	567	165
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	137	1,828	1,461	242	1,247	1,697	1,338	121	492	514	384
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	68	1,298	1,119	382	1,534	1	962	623	2,052	4,199	221
Decedent Estate	1,037	53	39	6	32	45	54	12	5	65	10
Incapacitated/Minor Estate	803	210	133	17	66	47	111	19	15	91	37
Simple Probate	245	195	68	31	89	88	145	37	6	161	46
Involuntary Detention Petition	109	107	143	0	14	2	0	0	0	1	14
Application for 96 Hour Detention	28	771	164	13	95	99	186	12	4	13	13
Treatment Court Admission	1,064	92	41	0	22	0	28	0	0	23	7
Passport Issuance	37	0	346	0	0	0	0	0	0	0	102
Total Filings/Admissions		18,504	9,943	1,537	7,869	6,649	12,990	1,719	3,186	14,473	2,011
Weighted Workload (Sum of Weights x Filings)		2,514,968	1,660,266	214,316	1,219,696	1,142,077	1,984,240	232,967	319,892	1,871,806	344,303
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		28.91	19.09	2.46	14.02	13.13	22.81	2.68	3.68	21.52	3.96
Authorized FTE Clerical Positions <sup>4</sup>		31.5	16.8	3	12.5	13.5	21.275	2.675	3	22.825	4.5
Clerical Demand Exceeds Authorized FTE by:		-2.59	2.29	-0.54	1.52	-0.37	1.54	0.00	0.68	-1.31	-0.54
Percent that Demand Exceeds Authorized FTE		-8.21%	13.62%	-17.87%	12.18%	-2.74%	7.22%	0.12%	22.59%	-5.72%	-12.04%
Adjusted Authorized FTE Clerical Positions		31.00	16.30	2.50	12.00	13.00	20.78	2.18	2.50	22.33	4.00
Clerical Demand Exceeds Authorized FTE by:		-2.09	2.79	-0.04	2.02	0.13	2.04	0.50	1.18	-0.81	-0.04
Percent that Demand Exceeds Authorized FTE		-6.73%	17.10%	-1.44%	16.85%	1.00%	9.81%	23.14%	47.11%	-3.61%	-1.04%

Case Category	Weight	Chariton	Christian	Clark	Clay	Clinton	Cole	Cooper	Crawford	Dade	Dallas
General Circuit Civil	442	23	253	26	767	57	592	59	88	20	44
Time Intensive Circuit Civil/Sex. Predator	746	1	2	1	27	3	14	0	3	0	1
Asbestos	3,730	0	0	0	0	0	0	0	0	0	0
Simple Circuit Civil	23	124	1,310	89	3,701	250	2,439	273	381	106	253
Domestic Relations	347	48	685	59	1,761	138	659	136	231	46	131
Protection Order	152	30	503	75	1,298	88	1,139	80	304	53	113
Associate Civil	102	112	1,394	53	7,371	446	1,543	386	481	87	201
Small Claims	157	9	58	21	238	36	105	25	27	13	16
Garnishment and Execution	40	128	1,701	70	7,324	663	2,510	516	460	117	238
Adoption	238	4	37	4	56	9	40	5	17	2	10
Abuse and Neglect/Term. Parent. Rights	656	18	76	29	99	33	103	17	51	9	31
Juvenile Delinquency/Status Offense	618	14	45	3	57	28	74	8	15	3	4
Circuit Felony <sup>1</sup>	484	54	460	66	741	80	789	268	450	51	112
Associate Felony <sup>1</sup>	167	73	593	85	1,033	167	856	349	534	71	112
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	137	130	1,807	302	3,944	448	2,396	561	1,278	150	605
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	68	215	779	762	3,866	683	1,268	2,088	2,101	147	1,234
Decedent Estate	1,037	13	36	7	145	18	50	14	18	7	12
Incapacitated/Minor Estate	803	11	74	8	209	35	108	19	42	14	27
Simple Probate	245	23	144	34	367	45	171	31	41	26	28
Involuntary Detention Petition	109	0	0	0	4	0	3	0	8	0	0
Application for 96 Hour Detention	28	29	5	7	96	9	328	18	163	5	1
Treatment Court Admission	1,064	13	27	21	31	0	49	10	18	4	0
Passport Issuance	37	30	0	103	0	222	0	198	58	39	0
Total Filings/Admissions		1,102	9,989	1,825	33,135	3,458	15,236	5,061	6,769	970	3,173
Weighted Workload (Sum of Weights x Filings)		188,809	1,546,509	267,184	4,226,894	453,893	2,308,517	635,608	1,008,838	156,922	427,090
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		2.17	17.78	3.07	48.60	5.22	26.54	7.31	11.60	1.80	4.91
Authorized FTE Clerical Positions <sup>4</sup>		2.55	18	3.125	52.325	5.8	24.575	7.5	10.6	2.5	6
Clerical Demand Exceeds Authorized FTE by:		-0.38	-0.22	-0.05	-3.73	-0.58	1.97	-0.19	1.00	-0.70	-1.09
Percent that Demand Exceeds Authorized FTE		-14.88%	-1.22%	-1.71%	-7.13%	-10.03%	8.00%	-2.57%	9.42%	-27.84%	-18.17%
Adjusted Authorized FTE Clerical Positions		2.05	17.50	2.63	51.83	5.30	24.08	7.00	10.10	2.00	5.50
Clerical Demand Exceeds Authorized FTE by:		0.12	0.28	0.45	-3.23	-0.08	2.47	0.31	1.50	-0.20	-0.59
Percent that Demand Exceeds Authorized FTE		5.89%	1.60%	17.02%	-6.23%	-1.54%	10.24%	4.39%	14.83%	-9.80%	-10.73%

Case Category	Weight	Daviss	DeKalb	Dent	Douglas	Dunklin	Franklin	Gasconade	Gentry	Greene	Grundy
General Circuit Civil	442	22	49	80	43	117	287	36	13	1,647	31
Time Intensive Circuit Civil/Sex. Predator	746	0	1	0	0	1	10	1	1	40	1
Asbestos	3,730	0	0	0	0	0	0	0	0	1	0
Simple Circuit Civil	23	98	150	227	180	486	1,608	213	141	4,592	160
Domestic Relations	347	58	78	163	122	423	847	98	88	2,560	102
Protection Order	152	48	50	158	127	309	930	143	40	3,514	171
Associate Civil	102	123	183	221	125	978	2,311	230	104	7,672	142
Small Claims	157	11	11	20	21	91	141	26	11	406	11
Garnishment and Execution	40	206	294	348	103	887	2,659	265	226	8,146	145
Adoption	238	3	5	12	10	22	59	5	2	203	6
Abuse and Neglect/Term. Parent. Rights	656	13	20	36	24	126	157	14	20	554	28
Juvenile Delinquency/Status Offense	618	4	9	5	5	66	35	5	2	86	6
Circuit Felony <sup>1</sup>	484	82	103	219	143	672	623	92	27	2,051	90
Associate Felony <sup>1</sup>	167	115	165	276	179	755	659	131	36	2,696	133
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	137	239	294	372	349	633	2,889	285	108	5,953	172
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	68	608	219	1,746	369	460	3,795	291	167	4,585	400
Decedent Estate	1,037	7	7	8	11	28	74	12	4	150	8
Incapacitated/Minor Estate	803	9	13	30	23	88	157	18	12	304	24
Simple Probate	245	18	16	33	25	46	182	46	21	703	27
Involuntary Detention Petition	109	0	0	0	0	5	0	0	0	92	0
Application for 96 Hour Detention	28	5	5	27	16	85	62	8	4	540	25
Treatment Court Admission	1,064	0	0	17	16	52	37	0	0	531	10
Passport Issuance	37	0	0	0	0	45	0	0	0	0	125
Total Filings/Admissions		1,669	1,672	3,998	1,891	6,375	17,522	1,919	1,027	47,026	1,817
Weighted Workload (Sum of Weights x Filings)		225,643	266,880	571,417	351,648	1,275,812	2,463,391	292,535	146,831	7,658,906	291,712
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		2.59	3.07	6.57	4.04	14.67	28.32	3.36	1.69	88.05	3.35
Authorized FTE Clerical Positions <sup>4</sup>		3	3.1	6.6	4	14	30.5	3.75	2.3	84	3.6
Clerical Demand Exceeds Authorized FTE by:		-0.41	-0.03	-0.03	0.04	0.67	-2.18	-0.39	-0.61	4.05	-0.25
Percent that Demand Exceeds Authorized FTE		-13.53%	-1.03%	-0.46%	1.07%	4.77%	-7.15%	-10.32%	-26.61%	4.82%	-6.84%
Adjusted Authorized FTE Clerical Positions		2.50	2.60	6.10	3.50	13.50	30.00	3.25	1.80	83.50	3.10
Clerical Demand Exceeds Authorized FTE by:		0.09	0.47	0.47	0.54	1.17	-1.68	0.11	-0.11	4.55	0.25
Percent that Demand Exceeds Authorized FTE		3.77%	18.01%	7.69%	15.51%	8.65%	-5.60%	3.48%	-6.22%	5.45%	8.18%

Case Category	Weight	Harrison	Henry	Hickory	Holt	Howard	Howell	Iron	Jackson	Jasper	Jefferson
General Circuit Civil	442	21	79	23	13	31	138	32	3,225	344	951
Time Intensive Circuit Civil/Sex. Predator	746	0	2	1	0	1	3	1	125	18	8
Asbestos	3,730	0	0	0	0	0	0	0	10	1	0
Simple Circuit Civil	23	88	331	126	71	170	541	128	19,913	1,942	2,967
Domestic Relations	347	94	207	58	32	75	451	98	6,278	1,340	1,782
Protection Order	152	119	218	66	28	56	327	71	6,893	1,230	2,035
Associate Civil	102	184	510	86	75	145	743	210	25,263	3,109	6,122
Small Claims	157	13	34	5	5	15	74	17	1,026	159	270
Garnishment and Execution	40	247	552	82	142	187	746	202	22,702	3,229	6,427
Adoption	238	5	25	3	2	3	21	7	380	120	100
Abuse and Neglect/Term. Parent. Rights	656	20	49	5	11	21	45	28	1,181	242	479
Juvenile Delinquency/Status Offense	618	8	9	3	1	3	13	1	338	143	132
Circuit Felony <sup>1</sup>	484	94	316	59	24	93	467	97	3,174	742	1,074
Associate Felony <sup>1</sup>	167	143	400	79	34	147	661	112	4,190	1,742	1,526
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	137	189	411	302	75	229	1,203	276	3,053	1,231	2,018
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	68	1,083	1,738	31	681	374	1,651	212	3,677	3,294	4,297
Decedent Estate	1,037	8	22	9	6	10	29	7	463	89	136
Incapacitated/Minor Estate	803	34	45	12	8	26	82	18	664	235	303
Simple Probate	245	26	55	27	23	18	68	14	1,131	207	301
Involuntary Detention Petition	109	0	2	0	0	0	20	0	195	24	6
Application for 96 Hour Detention	28	19	20	0	0	7	547	16	1,169	995	206
Treatment Court Admission	1,064	8	7	0	2	0	9	7	421	101	43
Passport Issuance	37	102	0	68	33	84	0	0	0	0	0
Total Filings/Admissions		2,505	5,032	1,045	1,266	1,695	7,839	1,554	105,471	20,537	31,183
Weighted Workload (Sum of Weights x Filings)		335,655	746,967	175,984	140,671	259,192	1,194,819	266,372	14,656,841	3,125,073	4,619,319
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		3.86	8.59	2.02	1.62	2.98	13.74	3.06	168.50	35.93	53.11
Authorized FTE Clerical Positions <sup>4</sup>		4.7875	9	3.5	2.3	2.8	14	3.5	176.6496	38.4	53.5
Clerical Demand Exceeds Authorized FTE by:		-0.93	-0.41	-1.48	-0.68	0.18	-0.26	-0.44	-8.15	-2.47	-0.39
Percent that Demand Exceeds Authorized FTE		-19.40%	-4.58%	-42.19%	-29.69%	6.42%	-1.88%	-12.50%	-4.61%	-6.44%	-0.74%
Adjusted Authorized FTE Clerical Positions		4.29	8.50	3.00	1.80	2.30	13.50	3.00	176.15	37.90	53.00
Clerical Demand Exceeds Authorized FTE by:		-0.43	0.09	-0.98	-0.18	0.68	0.24	0.06	-7.65	-1.97	0.11
Percent that Demand Exceeds Authorized FTE		-10.00%	1.03%	-32.56%	-10.15%	29.56%	1.75%	2.08%	-4.34%	-5.20%	0.20%



Case Category	Weight	Johnson	Knox	Laclede	Lafayette	Lawrence	Lewis	Lincoln	Linn	Livingston	Macon
General Circuit Civil	442	318	17	112	156	140	23	160	35	53	45
Time Intensive Circuit Civil/Sex. Predator	746	4	1	2	2	1	0	1	0	2	1
Asbestos	3,730	0	0	1	0	0	0	0	0	0	0
Simple Circuit Civil	23	781	56	515	548	474	137	904	130	180	179
Domestic Relations	347	419	29	399	260	384	68	427	111	131	138
Protection Order	152	189	20	530	300	308	73	564	67	69	72
Associate Civil	102	567	55	578	589	579	110	1,071	187	219	288
Small Claims	157	58	12	41	42	48	16	92	24	23	27
Garnishment and Execution	40	789	76	751	616	729	124	1,255	194	258	377
Adoption	238	22	1	35	14	32	2	19	4	7	11
Abuse and Neglect/Term. Parent. Rights	656	71	8	84	28	128	13	58	41	21	44
Juvenile Delinquency/Status Offense	618	32	0	14	12	13	4	37	34	15	9
Circuit Felony <sup>1</sup>	484	307	24	365	397	480	80	353	96	179	143
Associate Felony <sup>1</sup>	167	368	30	429	422	697	107	422	154	255	188
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	137	508	86	1,147	704	1,329	446	716	270	334	348
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	68	2,308	93	1,707	2,258	201	805	2,202	789	1,200	601
Decedent Estate	1,037	35	7	24	33	30	11	35	12	17	12
Incapacitated/Minor Estate	803	51	6	72	42	60	12	53	23	30	34
Simple Probate	245	75	17	52	70	67	38	87	37	43	41
Involuntary Detention Petition	109	0	0	0	1	0	0	0	0	0	0
Application for 96 Hour Detention	28	5	1	23	24	10	1	13	24	21	19
Treatment Court Admission	1,064	0	0	0	12	30	4	61	16	0	5
Passport Issuance	37	0	0	0	0	45	0	0	0	0	52
Total Filings/Admissions		6,907	539	6,881	6,530	5,785	2,074	8,530	2,248	3,057	2,634
Weighted Workload (Sum of Weights x Filings)		1,038,059	89,673	1,070,709	950,556	1,122,994	285,245	1,220,068	367,121	455,405	416,041
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		11.93	1.03	12.31	10.93	12.91	3.28	14.03	4.22	5.24	4.78
Authorized FTE Clerical Positions <sup>4</sup>		12.5625	2.5	12.95	11.4	11.9375	3	15.6	4	5.5	5
Clerical Demand Exceeds Authorized FTE by:		-0.63	-1.47	-0.64	-0.47	0.97	0.28	-1.57	0.22	-0.26	-0.22
Percent that Demand Exceeds Authorized FTE		-5.00%	-58.76%	-4.95%	-4.14%	8.15%	9.31%	-10.09%	5.52%	-4.81%	-4.34%
Adjusted Authorized FTE Clerical Positions		12.06	2.00	12.45	10.90	11.44	2.50	15.10	3.50	5.00	4.50
Clerical Demand Exceeds Authorized FTE by:		-0.13	-0.97	-0.14	0.03	1.47	0.78	-1.07	0.72	0.24	0.28
Percent that Demand Exceeds Authorized FTE		-1.06%	-48.45%	-1.13%	0.26%	12.88%	31.17%	-7.11%	20.59%	4.71%	6.29%

Case Category	Weight	Madison	Maries	Marion	McDonald	Mercer	Miller	Mississippi	Moniteau	Monroe	Montgomery
General Circuit Civil	442	37	23	87	90	14	85	61	44	24	29
Time Intensive Circuit Civil/Sex. Predator	746	0	0	4	1	0	2	1	0	0	0
Asbestos	3,730	0	0	0	0	0	0	0	0	0	0
Simple Circuit Civil	23	174	110	344	381	30	460	270	142	101	190
Domestic Relations	347	129	63	285	223	24	244	165	100	59	100
Protection Order	152	112	86	401	315	47	257	220	52	50	121
Associate Civil	102	275	109	957	415	39	372	296	169	143	195
Small Claims	157	18	12	73	27	8	16	30	47	19	16
Garnishment and Execution	40	405	103	1,075	435	39	383	437	184	163	247
Adoption	238	8	5	22	33	1	9	4	9	5	6
Abuse and Neglect/Term. Parent. Rights	656	24	19	68	66	8	19	35	6	16	30
Juvenile Delinquency/Status Offense	618	9	1	26	42	3	18	24	3	4	4
Circuit Felony <sup>1</sup>	484	113	54	238	212	33	359	255	111	47	150
Associate Felony <sup>1</sup>	167	197	77	314	377	41	490	316	139	55	187
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	137	247	106	608	911	127	754	335	398	144	308
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	68	885	486	1,267	579	127	897	957	411	325	1,113
Decedent Estate	1,037	9	8	35	23	3	19	11	10	6	12
Incapacitated/Minor Estate	803	24	9	61	55	7	37	34	19	12	18
Simple Probate	245	22	18	102	36	9	49	27	26	25	42
Involuntary Detention Petition	109	0	0	0	0	0	0	0	0	0	0
Application for 96 Hour Detention	28	10	8	62	65	5	22	25	12	11	13
Treatment Court Admission	1,064	2	0	15	31	5	0	10	0	0	5
Passport Issuance	37	0	0	0	168	33	0	0	0	0	0
Total Filings/Admissions		2,700	1,297	6,044	4,485	603	4,492	3,513	1,882	1,209	2,786
Weighted Workload (Sum of Weights x Filings)		370,442	185,745	892,230	763,227	102,956	736,795	559,566	296,971	175,303	390,723
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		4.26	2.14	10.26	8.77	1.18	8.47	6.43	3.41	2.02	4.49
Authorized FTE Clerical Positions <sup>4</sup>		4	2.3	10	8.2	2.55	8	7.5	3.3	2.5	5
Clerical Demand Exceeds Authorized FTE by:		0.26	-0.16	0.26	0.57	-1.37	0.47	-1.07	0.11	-0.48	-0.51
Percent that Demand Exceeds Authorized FTE		6.47%	-7.15%	2.58%	7.01%	-53.58%	5.88%	-14.23%	3.46%	-19.38%	-10.16%
Adjusted Authorized FTE Clerical Positions		3.50	1.80	9.00	7.70	2.05	7.50	7.00	2.80	2.00	4.50
Clerical Demand Exceeds Authorized FTE by:		0.76	0.34	1.26	1.07	-0.87	0.97	-0.57	0.61	0.02	-0.01
Percent that Demand Exceeds Authorized FTE		21.68%	18.64%	13.97%	13.96%	-42.26%	12.94%	-8.10%	21.93%	0.77%	-0.18%

Case Category	Weight	Morgan	New Madrid	Newton	Nodaway	Oregon	Osage	Ozark	Pemiscot	Perry	Pettis
General Circuit Civil	442	75	70	187	41	27	23	50	98	52	312
Time Intensive Circuit Civil/Sex. Predator	746	1	1	5	4	0	1	0	0	1	2
Asbestos	3,730	0	0	0	0	0	0	0	0	0	0
Simple Circuit Civil	23	352	300	857	251	109	100	167	318	225	613
Domestic Relations	347	146	211	467	131	74	75	67	283	144	431
Protection Order	152	75	216	491	88	122	123	79	267	126	417
Associate Civil	102	252	325	1,176	282	85	146	74	591	399	1,245
Small Claims	157	29	40	101	33	19	32	12	45	46	62
Garnishment and Execution	40	252	442	1,257	403	117	139	63	634	466	1,701
Adoption	238	11	10	63	10	6	2	8	8	4	17
Abuse and Neglect/Term. Parent. Rights	656	23	40	190	52	10	9	16	73	36	58
Juvenile Delinquency/Status Offense	618	8	15	53	4	1	3	4	20	11	29
Circuit Felony <sup>1</sup>	484	201	390	364	103	65	73	91	326	190	421
Associate Felony <sup>1</sup>	167	279	449	763	143	119	102	109	417	236	626
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	137	474	623	2,505	451	203	313	283	553	523	1,124
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	68	395	688	851	635	226	663	390	810	486	984
Decedent Estate	1,037	22	14	47	18	9	14	11	22	15	28
Incapacitated/Minor Estate	803	28	36	114	26	19	21	17	46	29	56
Simple Probate	245	52	37	95	39	22	21	21	26	34	72
Involuntary Detention Petition	109	0	0	144	20	0	0	0	0	0	0
Application for 96 Hour Detention	28	34	14	550	96	22	13	9	18	20	50
Treatment Court Admission	1,064	0	6	48	7	0	19	9	0	0	23
Passport Issuance	37	151	107	110	0	0	0	0	67	0	0
Total Filings/Admissions		2,860	4,034	10,438	2,837	1,255	1,892	1,480	4,622	3,043	8,271
Weighted Workload (Sum of Weights x Filings)		467,293	698,739	1,655,697	414,856	208,710	289,080	255,591	771,643	479,754	1,277,938
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		5.37	8.03	19.03	4.77	2.40	3.32	2.94	8.87	5.52	14.69
Authorized FTE Clerical Positions <sup>4</sup>		5.4875	8	19	5.2	3	3.25	2.8	9.75	5.75	15
Clerical Demand Exceeds Authorized FTE by:		-0.12	0.03	0.03	-0.43	-0.60	0.07	0.14	-0.88	-0.23	-0.31
Percent that Demand Exceeds Authorized FTE		-2.10%	0.41%	0.18%	-8.28%	-20.02%	2.26%	4.94%	-9.01%	-4.08%	-2.05%
Adjusted Authorized FTE Clerical Positions		4.99	7.50	18.50	4.70	2.50	2.75	2.30	9.25	5.25	14.50
Clerical Demand Exceeds Authorized FTE by:		0.38	0.53	0.53	0.07	-0.10	0.57	0.64	-0.38	0.27	0.19
Percent that Demand Exceeds Authorized FTE		7.72%	7.11%	2.89%	1.48%	-4.02%	20.85%	27.76%	-4.09%	5.06%	1.32%

Case Category	Weight	Phelps	Pike	Platte	Polk	Pulaski	Putnam	Ralls	Randolph	Ray	Reynolds
General Circuit Civil	442	249	73	394	82	118	11	29	115	96	21
Time Intensive Circuit Civil/Sex. Predator	746	4	2	10	2	1	0	1	3	3	0
Asbestos	3,730	0	0	0	0	0	0	0	0	0	0
Simple Circuit Civil	23	667	244	1,547	493	678	67	94	561	253	98
Domestic Relations	347	380	142	642	252	569	36	77	273	194	46
Protection Order	152	449	165	608	233	721	41	88	230	290	42
Associate Civil	102	920	275	2,074	400	735	64	135	812	568	90
Small Claims	157	64	33	94	23	46	15	12	52	31	8
Garnishment and Execution	40	994	429	2,103	443	619	66	177	1,149	766	88
Adoption	238	32	8	16	22	42	3	5	11	9	3
Abuse and Neglect/Term. Parent. Rights	656	134	42	28	41	101	12	11	88	8	16
Juvenile Delinquency/Status Offense	618	25	4	36	16	15	4	4	20	9	2
Circuit Felony <sup>1</sup>	484	718	161	446	307	696	38	62	349	205	58
Associate Felony <sup>1</sup>	167	461	211	544	384	764	50	66	438	268	57
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	137	1,031	159	2,534	654	1,375	145	219	623	281	284
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	68	3,628	411	4,387	3,453	1,514	176	904	899	967	26
Decedent Estate	1,037	35	17	54	18	30	5	12	13	25	6
Incapacitated/Minor Estate	803	77	20	87	47	76	8	18	38	45	10
Simple Probate	245	82	45	153	49	75	26	33	58	49	19
Involuntary Detention Petition	109	9	0	0	28	0	3	0	2	0	0
Application for 96 Hour Detention	28	215	4	18	77	34	17	3	92	27	2
Treatment Court Admission	1,064	8	7	24	0	24	3	0	24	22	10
Passport Issuance	37	0	212	0	0	914	56	0	0	295	44
Total Filings/Admissions		10,182	2,664	15,799	7,024	9,147	846	1,950	5,850	4,411	930
Weighted Workload (Sum of Weights x Filings)		1,529,288	419,053	2,028,799	886,824	1,494,603	130,329	257,005	880,396	625,655	169,782
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		17.58	4.82	23.32	10.20	17.18	1.50	2.95	10.12	7.19	1.95
Authorized FTE Clerical Positions <sup>4</sup>		16.75	4.9875	23	9.65	14.8	2.5	3.3	10.375	7.125	2.5
Clerical Demand Exceeds Authorized FTE by:		0.83	-0.17	0.32	0.55	2.38	-1.00	-0.35	-0.25	0.07	-0.55
Percent that Demand Exceeds Authorized FTE		4.97%	-3.40%	1.41%	5.65%	16.10%	-40.07%	-10.46%	-2.44%	0.95%	-21.92%
Adjusted Authorized FTE Clerical Positions		16.25	4.49	22.50	9.15	14.30	2.00	2.80	9.88	6.63	2.00
Clerical Demand Exceeds Authorized FTE by:		1.33	0.33	0.82	1.05	2.88	-0.50	0.15	0.25	0.57	-0.05
Percent that Demand Exceeds Authorized FTE		8.19%	7.36%	3.66%	11.43%	20.16%	-25.08%	5.52%	2.50%	8.57%	-2.40%

Case Category	Weight	Ripley	Saline	Schuyler	Scotland	Scott	Shannon	Shelby	St. Charles	St. Clair	St. Francois
General Circuit Civil	442	51	82	12	16	138	25	12	1,223	40	230
Time Intensive Circuit Civil/Sex. Predator	746	2	3	0	0	7	0	0	28	0	8
Asbestos	3,730	0	0	0	0	0	0	0	2	0	0
Simple Circuit Civil	23	235	212	47	42	953	101	43	6,360	127	897
Domestic Relations	347	170	164	33	26	480	57	52	2,477	84	684
Protection Order	152	194	174	34	27	415	101	39	1,960	95	555
Associate Civil	102	240	569	61	45	1,000	129	86	7,620	128	1,537
Small Claims	157	18	44	19	14	93	5	24	300	9	192
Garnishment and Execution	40	189	934	76	44	1,731	91	94	7,998	96	1,662
Adoption	238	19	8	1	3	24	5	8	86	7	41
Abuse and Neglect/Term. Parent. Rights	656	53	27	8	9	121	9	20	178	18	107
Juvenile Delinquency/Status Offense	618	10	14	2	3	85	2	4	90	4	43
Circuit Felony <sup>1</sup>	484	171	225	30	30	613	63	47	1,365	119	587
Associate Felony <sup>1</sup>	167	236	249	52	32	769	140	58	1,772	143	803
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	137	572	610	177	93	731	333	162	4,302	377	964
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	68	566	1,154	597	120	652	321	238	8,265	1,608	1,135
Decedent Estate	1,037	14	14	6	6	29	5	10	210	15	44
Incapacitated/Minor Estate	803	51	31	6	5	120	17	8	358	22	123
Simple Probate	245	19	46	22	27	69	14	26	562	35	130
Involuntary Detention Petition	109	0	2	0	0	44	0	0	26	0	10
Application for 96 Hour Detention	28	16	19	4	4	78	6	4	238	10	225
Treatment Court Admission	1,064	6	10	0	0	43	0	0	207	3	5
Passport Issuance	37	86	346	0	84	727	39	77	0	44	694
Total Filings/Admissions		2,918	4,937	1,187	630	8,922	1,463	1,012	45,627	2,984	10,676
Weighted Workload (Sum of Weights x Filings)		507,421	644,686	146,562	99,021	1,433,803	219,615	160,998	6,190,407	387,810	1,651,981
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		5.83	7.41	1.68	1.14	16.48	2.52	1.85	71.17	4.46	18.99
Authorized FTE Clerical Positions <sup>4</sup>		5.825	7.8	2.375	2.5	16.95	3.55	2.5	68.6875	4	21
Clerical Demand Exceeds Authorized FTE by:		0.01	-0.39	-0.69	-1.36	-0.47	-1.03	-0.65	2.48	0.46	-2.01
Percent that Demand Exceeds Authorized FTE		0.15%	-4.98%	-29.05%	-54.46%	-2.75%	-28.88%	-25.96%	3.61%	11.46%	-9.56%
Adjusted Authorized FTE Clerical Positions		5.33	7.30	1.88	2.00	16.45	3.05	2.00	68.19	3.50	20.50
Clerical Demand Exceeds Authorized FTE by:		0.51	0.11	-0.19	-0.86	0.03	-0.53	-0.15	2.98	0.96	-1.51
Percent that Demand Exceeds Authorized FTE		9.55%	1.53%	-10.13%	-43.08%	0.21%	-17.22%	-7.45%	4.37%	27.39%	-7.36%

Case Category	Weight	City of St. Louis	St. Louis County	te. Geneviev	Stoddard	Stone	Sullivan	Taney	Texas	Vernon	Warren
General Circuit Civil	442	9,689	4,478	60	116	223	22	250	93	59	98
Time Intensive Circuit Civil/Sex. Predator	746	86	184	1	1	3	0	5	1	1	1
Asbestos	3,730	304	2	0	0	0	0	1	0	0	0
Simple Circuit Civil	23	12,575	19,389	184	492	573	84	1,323	270	373	472
Domestic Relations	347	4,052	7,335	114	358	229	57	556	207	183	235
Protection Order	152	3,170	5,765	111	326	115	43	466	280	224	328
Associate Civil	102	15,812	33,251	425	753	363	122	1,369	288	311	644
Small Claims	157	545	1,445	42	87	29	32	113	60	50	46
Garnishment and Execution	40	20,861	44,846	363	820	620	140	1,522	366	419	565
Adoption	238	59	251	7	30	22	4	38	29	13	15
Abuse and Neglect/Term. Parent. Rights	656	380	749	17	148	65	18	136	55	32	52
Juvenile Delinquency/Status Offense	618	231	366	16	45	10	15	35	9	20	9
Circuit Felony <sup>1</sup>	484	2,972	4,536	152	384	264	47	513	328	238	357
Associate Felony <sup>1</sup>	167	3,367	5,092	261	521	455	76	752	186	383	398
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	137	1,506	8,819	867	938	896	128	2,203	490	831	513
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	68	4	10,542	1,737	482	769	582	364	1,271	456	1,793
Decedent Estate	1,037	170	842	14	21	36	6	48	23	17	24
Incapacitated/Minor Estate	803	208	493	33	84	39	8	68	42	44	41
Simple Probate	245	432	2,649	42	36	66	15	127	28	62	57
Involuntary Detention Petition	109	479	99	0	0	0	0	2	0	9	0
Application for 96 Hour Detention	28	1,318	1,528	10	51	1	18	13	13	172	8
Treatment Court Admission	1,064	275	142	7	8	53	12	13	6	21	12
Passport Issuance	37	0	0	0	0	0	0	0	0	0	0
Total Filings/Admissions		78,495	152,803	4,463	5,701	4,831	1,429	9,917	4,045	3,918	5,668
Weighted Workload (Sum of Weights x Filings)		13,634,832	19,274,597	588,183	1,034,549	851,405	205,214	1,600,650	678,988	646,030	841,300
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982	86,982
FTE Clerical Resource Demand (weighted workload/ATCW)		156.75	221.59	6.76	11.89	9.79	2.36	18.40	7.81	7.43	9.67
Authorized FTE Clerical Positions <sup>4</sup>		132	243	6.5	13	9.5	2.5312	18	6.9375	7	10
Clerical Demand Exceeds Authorized FTE by:		24.75	-21.41	0.26	-1.11	0.29	-0.17	0.40	0.87	0.43	-0.33
Percent that Demand Exceeds Authorized FTE		18.75%	-8.81%	4.03%	-8.51%	3.03%	-6.79%	2.23%	12.52%	6.10%	-3.28%
Adjusted Authorized FTE Clerical Positions		131.50	242.50	6.00	12.50	9.00	2.03	17.50	6.44	6.50	9.50
Clerical Demand Exceeds Authorized FTE by:		25.25	-20.91	0.76	-0.61	0.79	0.33	0.90	1.37	0.93	0.17
Percent that Demand Exceeds Authorized FTE		19.21%	-8.62%	12.70%	-4.85%	8.76%	16.15%	5.15%	21.26%	14.26%	1.81%

Case Category	Weight	Washington	Wayne	Webster	Worth	Wright	Statewide
General Circuit Civil	442	109	36	95	5	64	32,478
Time Intensive Circuit Civil/Sex. Predator	746	0	1	1	0	0	755
Asbestos	3,730	0	0	0	0	0	325
Simple Circuit Civil	23	297	151	426	30	280	115,895
Domestic Relations	347	241	128	305	178	201	52,402
Protection Order	152	231	109	192	21	187	50,579
Associate Civil	102	510	258	519	22	227	162,547
Small Claims	157	56	13	20	3	34	8,949
Garnishment and Execution	40	739	195	627	25	267	188,983
Adoption	238	25	7	22	1	13	2,827
Abuse and Neglect/Term. Parent. Rights	656	81	24	38	3	77	9,035
Juvenile Delinquency/Status Offense	618	10	1	14	1	11	3,295
Circuit Felony <sup>1</sup>	484	217	191	299	11	253	43,045
Associate Felony <sup>1</sup>	167	297	276	414	11	321	55,601
Misdemeanor/Muni.Cert./Trial de Novo <sup>1</sup>	137	266	513	586	44	432	100,227
Traffic/WC/Conservation/Muni.Ord. <sup>2</sup>	68	520	1,286	2,197	155	972	142,979
Decedent Estate	1,037	15	8	17	4	14	4,347
Incapacitated/Minor Estate	803	44	21	51	2	42	7,261
Simple Probate	245	40	31	44	8	24	11,838
Involuntary Detention Petition	109	0	0	0	0	0	1,778
Application for 96 Hour Detention	28	30	13	4	1	17	12,489
Treatment Court Admission	1,064	9	21	8	0	39	3,196
Passport Issuance	37	0	52	201	0	0	6,601
Total Filings/Admissions		3,737	3,335	6,080	525	3,475	1,017,432
<b>Weighted Workload (Sum of Weights x Filings)</b>		<b>626,918</b>	<b>488,951</b>	<b>836,482</b>	<b>105,868</b>	<b>629,910</b>	<b>149,847,871</b>
Annual Available Time for Case-Related Work (ATCW):		86,982	86,982	86,982	86,982	86,982	86,982
<b>FTE Clerical Resource Demand (weighted workload/ATCW)</b>		<b>7.21</b>	<b>5.62</b>	<b>9.62</b>	<b>1.22</b>	<b>7.24</b>	<b>1722.75</b>
<b>Authorized FTE Clerical Positions<sup>4</sup></b>		<b>7.875</b>	<b>5</b>	<b>8.7</b>	<b>2</b>	<b>6.675</b>	<b>1747.2558</b>
Clerical Demand Exceeds Authorized FTE by:		-0.67	0.62	0.92	-0.78	0.57	-24.51
Percent that Demand Exceeds Authorized FTE		-8.48%	12.43%	10.54%	-39.14%	8.49%	-1.40%
<b>Adjusted Authorized FTE Clerical Positions</b>		<b>7.38</b>	<b>4.50</b>	<b>8.20</b>	<b>1.50</b>	<b>6.18</b>	<b>1689.26</b>
Clerical Demand Exceeds Authorized FTE by:		-0.17	1.12	1.42	-0.28	1.07	33.49
Percent that Demand Exceeds Authorized FTE		-2.27%	24.92%	17.28%	-18.86%	17.28%	1.98%